

Technical Support for Front Office Solutions



Thank you for becoming an authorized reseller for MAS 90 and MAS 200 Front Office products. This smart decision allows you to provide market-leading contact management and customer relationship management (CRM) solutions that offer business-critical insights to your customers. The Front Office products are full of fresh and exciting profit-building opportunities for resellers. Along with selling ACT! and SalesLogix products, is the tasks of implementation and support.

Best Software continually improves service and customer satisfaction and this document will help you more effectively support the Best Front Office products by listing all of the front office support options that are available. Please look it over carefully and keep this document on your desktop for future reference.

WHAT TECHNICAL SUPPORT OPTIONS FOR ACT! ARE AVAILABLE?

Internet – Free 24-hour access to the ACT! Knowledge Base, Online Discussion Groups, Frequently Asked Questions (FAQs) and other support documents.

http://support.act.com/act_support/act2000/techsupp/

Telephone Support Options – Fee-based telephone support for all questions about product usage and configuration.

- Call Interact Commerce Corporation at 1-800-927-3989 to pay by the case or purchase a support plan for ongoing assistance. Pricing per case or incident:
 - › 1 case \$ 29.95
 - › 5 cases \$ 99.95
 - › 10 cases \$ 199.95
- Call Interact Commerce Corporation 1-900-225-2205 to pay by the minute.
 - › \$2.95 per minute

WHAT ARE THE SUPPORT OPTIONS FOR ACT! LINK TECHNICAL SUPPORT?

ACT! Link for MAS 90 and MAS 200 technical support is addressed by Best Software. Please call 800-854-3415. Best Software support requires that you have a current support contract with the company.

WHAT TECHNICAL SUPPORT OPTIONS ARE THERE FOR SALESLOGIX?

Internet – Free 24-hour access to the SalesLogix Knowledge Base, software documentation and software updates. Login requires a user name and password.

<http://support.saleslogix.com>

Telephone Support – Support contract-based technical support for all product-related and configuration questions.

480-607-9738 (6 a.m. to 5 p.m. PST)

WHAT TECHNICAL SUPPORT IS AVAILABLE FOR DYNALINK?

All front line support questions regarding the DynaLink are addressed through SalesLogix technical support. Please call 480-607-9738. MAS 90 and MAS 200 issues will be referred to Best Software in the event SalesLogix technical support determines the incident is related to Visual Integrator scripts. Best Software support requires that you have a current support contract with the company.