

Clarify Help Desk Support Program



Overview

Throughout our fifteen years in the CRM industry, Dovetail Software has dedicated itself to providing our customers premium service and support. Through hard work and constant commitment to service and support, Dovetail has emerged as a leader in our industry. We understand that offering high quality support is the key to building lasting relationships with each of our clients. Dovetail's Clarify Help Desk Support Program, outlined below, is the first step many of our clients took when they chose a CRM support program that is equally committed to customer support and a solid roadmap for future growth.

Software Support Center

Dovetail provides Clarify support related to software operation, technical issues, and qualified third-party software/hardware. Support cases can be opened with Dovetail's support center for Clarify through any of the following:

- By phone: (512) 610-5400
- By email: support@dovetailsoftware.com
- Online: support.dovetailsoftware.com

Dovetail Self Service Portal

The simplest way to interact with Dovetail for Clarify support is through Dovetail's self service portal, where customers can:

- Search our knowledge base for solutions.
- Create cases, monitor and collaborate on the resolutions.
- Review case history and manage case status.

Support Process

The support process starts when the customer submits details of their support request, providing sufficient information to allow Dovetail to reproduce the issue (if appropriate). While Dovetail does not “fix” Clarify source code defects, in most cases issues can be resolved through operational procedures or new code provided by Dovetail to solve the issue. Issues related to configuration, integration, and other environmental issues, as well as those resulting from customization of the baseline Clarify products are supported by Dovetail.

Dovetail’s commitment through the Clarify Help Desk Program is to attempt to resolve any Clarify related issues as quickly as possible within the service levels agreed to for each customer. The customer must provide employee assistance, computer time, and other resources to facilitate Dovetail’s support activities. Dovetail may ask a customer to run diagnostic and debugging operations to determine the nature of the problem.

Once a case is resolved, Dovetail will receive concurrence from the customer that the case can be closed and will complete documentation of the case, close the case, and notify the customer of the case closure.

Support Programs

Basic Support provides coverage during a customer’s business hours (8am-5pm) with access to all of the resources provided through the Clarify Help Desk Program. Customized extended hour support programs are also available based on customers support requirements.

Additional Services

In addition to Clarify support, customers can receive other Clarify specific services on a bid basis including:

- System Health Checks
- Consulting
- On-site support
- Training