Technical Assistance for Tecnosoft Solutions

Dear user, if you need technical assistance regarding the installation and use of one or more of the Tecnosoft monitoring solutions, you can use the different tools at your disposal:

1. you can search on our site by going to the page of the system for which you want to receive assistance and consult the related documentation including: manuals, tutorials, instructions
2. you can access the FAQ from the system page and from the general page of the FAQ and look for the answer to your question
3. you can go to the Tecnosoft Youtube channel and consult our video tutorials
4. you can use the chat you find on the site to ask us your question directly
5. you can send a message via the Contacts page by selecting technical support as your request and describing your problem
6. you can connect to our Service&Support site, create an account if you haven't already done so (here you find the instructions), and write us a message by selecting the Assistance section

Tecnosoft has also reserved a Platinum * subscription for its loyal customers: write us on our Service&Support site and leave your telephone number to be contacted as soon as possible. Our technicians will call you and can also take control of your computer to help you live **.

SLA - Policy for assistance and intervention times, a Tecnosoft commitment

1. each request must be answered
2. Answers via email / messaging through the Service&Support: within 2 business hours
3. replies via chat by an operator: within 1 working hour
4. call back the Platinum users: within 8 working hours
5. resolution of the problem: within 2 working days (the resolution can also be the finding of a bug that will be reported to the development and will be corrected in the next release)

* The 12-month Platinum subscription has an annual cost (contact Tecnosoft for an offer) and gives the right to be contacted by Tecnosoft after leaving your telephone number and a description of the problem.

** For remote control it is necessary to have an Internet connection and administrator rights in order to install the connection program.

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