

An overview of our support options

SERVICES	WITHOUT SUS* / SLA*	WITH SUS	WITH SLA
Requests via email and web portal	x	x	x
Requests via telephone			x
Processing in order of arrival	x	x	
Tracking of requests via ticketing system	x	x	x
Higher priority processing			x
Guaranteed qualified responses within 2 work days*			x
Support via online conference (COPA-DATA WebMeeting)			x
ACCESS TO			
COPA-DATA forum	x	x	x
zenon FAQs	x	x	x
FREE UPDATES FOR ALL REGISTERED LICENSES			
DOWNLOADS OF			
Manuals, tutorials, videos	x	x	x
VBA samples			x
New versions		x	x
DISCOUNTS FOR			
Standard training			x
Individual training			x

* SUS means: Software Upgrade Service
 * SLA means: Service Level Agreement
 * **Work days means:** Monday to Friday within the business hours announced on our website. Response time is the time that passes between the request submission by the customer and the response by COPA-DATA. A solution to the problem within the reaction time cannot be guaranteed. This overview is bound by the terms and conditions contained in the service agreements.