

## Support Roadmap

## Support requests from customer



Feedback to the customer once the problem is solved

Tier 1 support

Tier 2 support

Tier 3 support (R&D)

Forward it to the next step if the problem is unsolved

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- 24/7 live chat http://www.fingertec.com/chat/ index.html
- System diagnose & testing
- Hardware repair
- Bug fixing
- oair Customization

- 24/7 Email info@fingertec.com
- Phone calls +603 8070 9933
- Skype http://www.fingertec.com/ver2/skype/ skype.html
- TeamView http://www.fingertec.com/teamviewer/ FT\_teamviewer.html

(We deployed Salesforce.com CRM as our support platform)