

Service Contracts and Technical Support

Last Updated Tuesday, 03 February 2009

Active Call Center software has always been designed with the philosophy of requiring minimum maintenance. Updates to our software are rare. We do everything possible to make sure that versions released are reliable, stable, and not in need of constant updating

Active Call Center Professional, in particular, is designed to be a system that you can license, install, test, and deploy with virtually zero forward maintenance.

Therefore, we do not generally offer product maintenance contracts.

However, we do understand that our enterprise customers need the ability to get technical support and service for those few times when something does fail. To serve these customers, we rely on our relationship with CT Distributing. CT Distributing has a dedicated support staff and uses state-of-the-art remote support tools. Our relationship with this group of people started nearly a decade ago, and they understand the Active Call Center product and have always served us and our customers well.

CT Distributing includes one year of service and support in all systems that are fully built and configured by their staff (turnkey systems). Extended support options or service contracts should be discussed with them on a case by case basis.

For more details and to get a quote, please contact us or CT Distributing (www.ctdistributing.com, +1 864-527-9600, ask for George or Ashley in Sales).