



# Prepaid Support Hours Information

## Version 1.0



## 1 Support

The goal of the Tasklet Factory support team is to provide fast and qualified support with a minimum of administration. The primary contact point for the support team is the “Service Desk” portal which can be found here:

<http://help.taskletfactory.com>

## 2 Prepaid Customer Support

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Typically, there is very little support needed to keep the Mobile WMS solution running and most incidents can be handled very quickly using our remote tools. To keep the invoicing to a minimum, each customer has a pool of prepaid support hours that is deducted when the service desk is contacted either directly by the customer or by the reseller on the customer’s behalf. The minimum time is 5 hours and this typically lasts a full year. With this approach, invoicing is kept to a minimum and our support team can focus on providing fast assistance.

The prepaid hours NEVER expire and the hours are deducted as soon as they are used (the actual time). It is always possible to contact Tasklet Factory to get a statement of the remaining hours and what the time has been spent on.

The typical tasks for customer support is:

- Assistance with mobile devices or wireless network
- Answering usage related questions
- Assistance with trouble shooting
- Assistance in a “production stop” scenario
- Changing configuration if the Dynamics NAV / AX environments change

The goal is to keep the Mobile WMS solution running and assist in any way we can if a problem occurs.

## 3 Prepaid Partner Support

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Our partners typically require a little more assistance, but the concept of the prepaid support is the same. The minimum time is 20 hours. The goal is to provide fast and qualified assistance to the consultants and developers responsible for delivering the Mobile WMS solution. Tasklet Factory’s goal is NOT to sell hours, but to provide assistance when needed. The assistance needed varies from reseller to reseller, typically related to the number solutions they have delivered.



The goal is that every reseller can deliver a project with minimum involvement of Tasklet Factory.

In our experience the partner support is most valuable if it can be provided quickly, without waiting for PO numbers or other administrative hurdles. And combined with the fact that we typically can help a developer / consultant with a minimum of spent time, we believe that the prepaid option is the best solution for all. The partner support tasks typically consist of:

- Product training
- Development assistance / training
- Troubleshooting
- Sparring partner in response to customer requests
- Requirement analysis

The prepaid hours NEVER expire and the hours are deducted as soon as they are used (the actual time). It is always possible to contact Tasklet Factory to get a statement of the remaining hours and what the time has been spent on.

The goal is to keep our partners effective in their delivery of the Mobile WMS solution.