

A close-up photograph of a person's hands holding a tablet computer. The person is wearing a blue long-sleeved shirt and a brown leather bracelet on their left wrist. The background is a bright, out-of-focus green field, suggesting an outdoor setting. The text 'Support Services' is overlaid in white on the right side of the image.

Support Services

XoomPoint SELECT

What kind of support do we offer?

Our support services are at your disposal via XoomPoint SELECT-contract.

The contract defines the whole support process, service levels, response times, software assurance, etc.

We provide full set of support services for all platforms and products we deliver.

Documented change management and reporting keeps you constantly updated.

All your support and change requests are managed and securely accessed also by you!

Each request has a unique identifier and a documented process for it's whole life cycle.

Model: Second Line Support

- Your end users rely on your own Help Desk
- Your Help Desk operates with our Support Services



Benefits:

- All the e-learning related matters (substance) remains in your full control.
- You have full oversight and understanding how the service is used, what kind of support is requested, what areas need to be further developed, how the expenses are divided, etc.

Subscription fee contains



Availability of support personnel according to SELECT Contract – with guaranteed response times (“Support Services”)



No-cost maintenance and support services defined in the SELECT Contract – with Software Assurance (“Maintenance Services”)



The content of the service

XoomPoint SELECT

As a SELECT customer you have:



Customer Care
Center service
portal



Direct
phone
support
Lync/Skype



Email
support



Support
Services
Manual

Structure of the Support Portal



Public area containing service descriptions and other general material.



Customer specific private area (Online Support Services) – requires login.



Online Support Services

XoomPoint SELECT

Online Support Services



- Private secure area for managing all customer requests.
- Each request has a unique ID, life cycle and workflow.



- You can file requests directly and follow their progress and status.



- You receive a monthly summary report of your requests.

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