



# Scope of Act! Support Services

Technical support offered by Act! as part of the Act! Subscription Service covers use of Act! in line with system requirements and recommended platforms. In summary, the scope of technical support is:

- Guidance on installation
- An overview of application features
- Troubleshooting of any errors within Act!

Should you require any services outside the subscription support service coverage, training or advice on a consultative level, please contact one of our [Act! Certified Consultant](#) .

See the table below for details on support coverage:

Category	Act! Subscription Service Coverage	Outside Subscription Service Coverage
Hardware, operating systems (OS), database platforms, Internet information server (IIS), browsers, etc.	Explain system requirements Guidance on any specific configuration settings required by your Act! product. Adding Act! and SQL exceptions to the Windows firewall only	System Recommendations Installation of 3rd party applications and hardware Troubleshooting stability, performance or other problems Troubleshooting operating system issues – firewall, antivirus, permissions, etc.
Installation & Upgrades	Explain installation or upgrade procedure. Troubleshoot problems encountered during an installation or upgrade	Local (on-site) installation services Consulting services to install or resolve non-Act! installation issues specific to your organisation's technical environment Hands-on Deployment and installation Database conversions from earlier versions of Act! and other CRMs Act! integration to supported 3rd party software
Remote Synchronisation	Troubleshooting connectivity issues within your Act! Cloud product when your supported network infrastructure is otherwise working Synchronisation wizards	Understand and explain requirements for creating sync sets & remote database deployments Troubleshoot problems when configuring or using synchronisation within Act!
Database Customisation	Database customisations are not covered under Act! Subscription support.	Changes to your layout, including creating and adding fields, customising columns, adding menus and toolbars Troubleshoot problems encountered during database customisation in Act! For complete layout design service, contact your <a href="#">Act! Certified Consultant</a>



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Category	Act! Subscription Service Coverage	Outside Subscription Service Coverage
Creating/Editing Reports & Templates	Explain how to edit a report or template	Understand requirements and make recommendations for running, creating or editing Reports & Templates Troubleshoot issues encountered using existing Reports & Templates in Act! Microsoft Word support Assistance connecting your Act! data to third party reporting tools
Importing and Exporting Data	Explain how to import or export data from Act! Troubleshoot import problems in Act!	Understand requirements and make recommendations for importing and exporting data Edit source data such as excel or CSV Exporting data from third party software or validating/formatting it for you, so that it can be imported into your Act! product Creating your data definition files or mappings for data import
Network Connectivity	Troubleshooting connectivity to Act! Cloud when Internet connectivity is working	Troubleshooting internet connectivity Troubleshooting other connectivity issues that exist outside of your Act! product Assistance with unsupported networks Installation, troubleshooting or configuration of network (WAN/LAN) security/cards/cabling/hardware/software
Act! Marketing Automation	Explain how to edit templates using the in-built template editor Account access and billing issues Problems accessing the Service	Advise on template and campaign design Training on the design interface



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