

## HOW TO PREPARE FOR TECHNICAL SUPPORT

We recommend taking several steps before initiating a Request for Support via email, phone or web form. Properly preparing for support can ensure a faster resolution. Self-help support options can often save time and money.

Please print and share the following with your team.

Before initiating your support request, answer the following questions:

- Am I on the list for Authorized Personnel who can place a support request?
- What version of software is installed?
- What is the exact error message you are getting?
- What window are you in?
- What have you done so far to fix it?

Additional questions that may help to accelerate a resolution.

- Do other workstations get this error? Do other users get this error?
- What were you doing when you got the message?
- Have you been able to complete the task before? If so, what is different now?
- Do you get the error in another company?
- Are there similar problems in other modules?
- Have you recently changed any master records?
- Are there any additional third-party products loaded?
- Have you had a history of similar problems?
- Are you able to recreate the problem?
- Have you run file maintenance on the affected module?
- Can you restore a backup?

### **Contacting Endeavour Solutions for Support**

By email (recommended) [support@endeavoursolutions.ca](mailto:support@endeavoursolutions.ca)

By our Request for Services form [www.endeavoursolutions.ca/ServiceRequest](http://www.endeavoursolutions.ca/ServiceRequest)

By phone - (905) 542-2139 ext. 340 or (902) 444-7753 ext. 340

en français - (514) 429-1209 x 314 - [soutien@endeavoursolutions.ca](mailto:soutien@endeavoursolutions.ca)

### **About Endeavour Solutions**

Microsoft Dynamics Services: [www.endeavoursolutions.ca/OurServices](http://www.endeavoursolutions.ca/OurServices)

Meet Our Team: [www.endeavoursolutions.ca/About-Us](http://www.endeavoursolutions.ca/About-Us)

Turbo Meeting / GoTo Assist: [www.endeavoursolutions.ca/Support](http://www.endeavoursolutions.ca/Support)

Testimonials [www.endeavoursolutions.ca/Testimonials](http://www.endeavoursolutions.ca/Testimonials)

## WHY ENDEAVOUR SOLUTIONS


For over twenty-five years, Endeavour Solutions has delivered complex and demanding ERP, CRM and business solutions for many mid-market companies throughout North America. Endeavour Solutions employs a staff of Accountants, sales and marketing professionals, professional business consultants, project managers, developers, and technicians to best service all aspects of our clients' needs.

[www.endeavoursolutions.ca](http://www.endeavoursolutions.ca)


### About Endeavour Solutions, 25+ years in Microsoft

ADVISORY	IMPLEMENTATION	OPTIMIZATION & SUPPORT
<ul style="list-style-type: none"> <li>Advisory Services – ERP+CRM</li> <li>Business Process Redesign                             <ul style="list-style-type: none"> <li>Sales and Service</li> <li>Distribution</li> <li>Manufacturing</li> <li>Warehousing</li> <li>Member Management</li> <li>Supply Chain</li> </ul> </li> <li>Workflow Automation</li> </ul>	<ul style="list-style-type: none"> <li>Microsoft Dynamics GP</li> <li>Microsoft Dynamics CRM</li> <li>Microsoft Office 365 &amp; Cloud</li> <li>Cloud, e-business &amp; mobile</li> <li>BI, dashboards and reporting</li> <li>Integration of 3<sup>rd</sup> party tools                             <ul style="list-style-type: none"> <li>for Dynamics GP</li> <li>for Dynamics CRM</li> <li>for Office 365, SharePoint</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Help Desk</li> <li>Install &amp; upgrades</li> <li>Custom integrations</li> <li>Onsite training</li> <li>Emergency response</li> <li>Hotfixes &amp; service packs</li> <li>IT technical support</li> <li>Application development</li> </ul>

➤ Our core values of *Integrity*, *Trust*, and *Accountability* define who we are as a business



Integrity, Trust & Accountability



## OUR STANDARD OF SERVICE

Endeavour is committed to providing the best possible standard of service to all its clients. While carrying out our services we will:

- Be honest, ethical and professional
- Treat you politely and fairly
- Act with care and diligence in the execution of our duties
- Listen to what you tell us
- Strive to use plain language in our communication
- Respond in a timely fashion when answering reasonable requests for information
- Maintain privacy and confidentiality
- Provide opportunities for you to give feedback related to our performance
- Maintain an accurate record of Support Requests, hours used, and steps to issue resolution