

ClientFirst™ Product Support Request Procedure



November 4, 2008

ClientFirst Product Support is designed for the ongoing support of Ensemble Business Software and is provided to individuals who have completed minimum training requirements on the module in question. Training of new personnel or of existing personnel in the use of additional modules can be obtained from our Professional Services Group at our published rates.

Qualified ClientFirst subscribers receive unlimited access to our Product Support Group via telephone, voice mail, fax and e-mail. Product Support is staffed between the hours of 7:30am and 4:30pm PST, Monday through Friday, and may be contacted using any of the following methods:

- Product Support Voice Mail: (503) 632-1820 x1822
- Product Support Fax Number: (503) 632-1839
- Product Support Email: Support@ensembleware.com

In general Product Support is provided on a call-back basis. When contacting our Product Support Group please provide a detailed message that includes your name, your company name, telephone number, and a complete description of your question or issue. Requests are entered in to our CRM System Queue for routing and are processed based on their severity and the order in which they are received.

Reporting Error Messages

Numbered error messages are generated when an unexpected condition occurs during processing. In general these errors are caused by hardware, network or operating system problems, damaged data files and/or program design flaws.

When an error is encountered a dialog window is displayed which reports the error number, the program name and a statement or line number. This is valuable information that is used by our Product Support Group to determine the cause, routing and resolution of the problem.

When an error message is received, no matter the method used to contact our Product Support Group, the following information should be documented and forwarded:

- The ERROR NUMBER
- The six-character PROGRAM NAME
- The five-digit STATEMENT or LINE NUMBER
- A detailed description of what the operator was doing when the error occurred
- Please be sure to describe the severity of the issue and the effect it is having on your organization so that we can effectively prioritize your call