

Easier handling, up-to-date info and better control

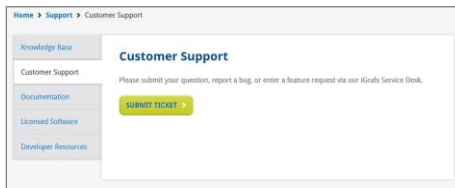
Our brand new web based Service Desk **ECHO** is up and running and ready for your requests!

Benefits

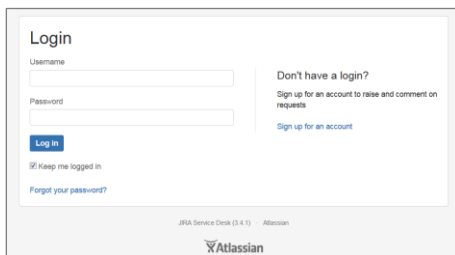
- You can check on your support tickets where and whenever you like.
- You can even check on tickets of your colleagues, as all tickets of one company get clustered under your company name in ECHO. That keeps you on track about all pending issues and avoids duplicates.

How it works

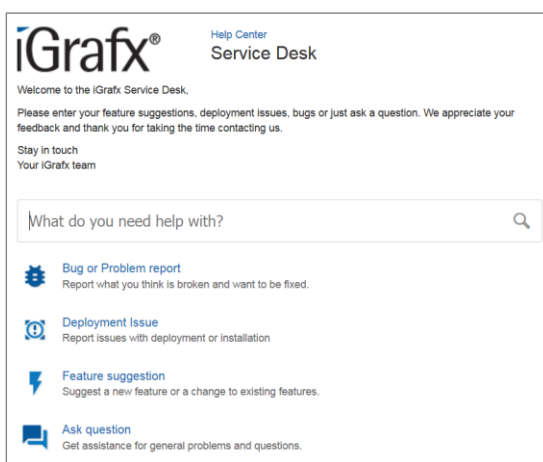
- Click on SUBMIT TICKET in the support area of the [iGrafX Website](#)



- Sign up once for an account in our helpdesk ECHO (<http://echo.igrafx.com>)



- Here we are!
 - Search for your issue. Maybe we have a solution for you right away and no ticket is needed.
 - If there is no entry in our knowledge base, please enter your **Bug/Problem, Deployment Issue, Feature Suggestion** (= Feature Request) or get assistance by asking **general questions**. You'll get a ticket number as reference.
 - Each single request should be entered as a separate ticket.
 - You can easily attach files to describe your issue more in detail and can flag your ticket regarding its severity.



Thanks for your request! Keep track on your ticket and stay in touch. Your iGrafX Team!