

AdvancePro Customer Care Program User Guide

What is ACCP?

ACCP is an acronym for the AdvancePro Customer Care Program. There are great benefits to being a member of the program including unlimited technical support, AdvancePro system upgrades and patches and access to the AdvancePro Knowledge base.

ACCP is AdvancePro's all-inclusive customer care program. It is part of our commitment to providing you with all the support that you need to make your implementation of AdvancePro a success. ACCP members receive unlimited access to our technical support team, access to online help resources such as our Knowledge Base and Forum, as well as all updates and upgrades to the software.

Why is ACCP Important?

ACCP is extremely important as it ensures that the support for AdvancePro technologies will always be available to you. This means that as an APT customer and member of ACCP you are guaranteed to always have the support you need for your most important business application. The ACCP is a responsible and reliable response to the APT community to ensure that the support and development function of the company is fully sustainable for the future.

Getting Help

AdvancePro has a number of resources that you can access in order to find the answers that you need.

Knowledge Base

The knowledge base is built up by AdvancePro's technical support team as customer questions are responded to. This is a great resource to search before reaching out to technical support, since your question may already have been answered for a previous customer.

Submitting Support Tickets

The best way to directly contact our technical support staff is by submitting support tickets. When you submit a ticket, it puts your specific issue on our support radar and allows us to track your ticket from creation to completion. There are two different ways to open support tickets.

1. Go to: <https://support.zoho.com/portal/advanceprotechnologies/newticket>
2. Send an email to: advanceprotechnologies@zohosupport.com

Beyond the Scope of ACCP

AdvancePro is here to support you in any way possible, however it is important to be aware of products and services that are available which go beyond the scope of ACCP.

Training

Our technical support team will provide you with the answers to your support questions, however you may wish to take your organizations' use of AdvancePro to the next level through dedicated training.

1. Remote Training – This option provides your team with two – 90minute blocks of remote training where our trainers can focus on helping you develop your workflow or on any area of your choosing.
2. CEO White Glove Service – This option provides you with a minimum one-day on-site visit from a member of our CEO training team who will provide your team with hands on training in 4 key areas of AdvancePro; Inbound, Outbound, Remote and Intelligence. The session will be preceded by a pre-training discovery session where we will map out your process flow and be prepared to provide suggestions on procedural improvements. The session will be followed up by a member of our training team who will ensure that you receive the support you need in implementing suggested changes.

Customizations

AdvancePro is a very robust software, however every company is different and you may find that you have some specific requirements that are not currently available in the software. AdvancePro is a unique company in that we engage in a discovery with our customers to scope out their specific requirements and provide a roadmap to completing the desired customization.