Leveraging the Avionté Support Center

Our presentation features more than 30 slides and we don't want to print them! Actually, all of the CCF presentations are available on the Avionté Knowledge Base so you can dig in anytime you like. This page serves as a summary of what we hope you'll take from the *Leveraging the Avionté Support Center* session.

Technical Support has the Answers

Whether you're calling, submitting a ticket, or getting the answer from the Avionté Knowledge Base, we're here to help with dedicated, highly-trained resources. When contacting Avionté Technical Support, your resolution time and accuracy are greatly improved if you're ready with the following:

1. **Where does the issue occur**
   Suite? Aero? Portal?

2. **When does the issue occur**
   Specific dates? During specific processes?

3. **What is affected**
   Payroll? Adding an employee?

4. **Who is affected**
   One user? All users?

Best Practices before Contacting Support

- Check the Knowledge Base (KB) for your answer at support.avionte.com

- Review your organization's tickets before submitting a new one. The issue may have already been reported.

- Ensure your users understand your internal escalation path and have self-service tools available.

- Create a comprehensive ticket before calling then refer to the ticket number.

Benefits of Using the Knowledge Base

Saves Time. Read an article and avoid time waiting for an available representative or ticket response.

Accelerates Development. A company has a finite group of resources. If resources can transition from fixing isolated issues in support to creating a better solution in Development, customers will get a better product.

Reduces Dependency. The KB is available anytime, anywhere. Access 24/7/365 – at your convenience.

Saves Money. Your time is valuable. The less time you spend chasing answers, the more time you can spend growing your business.

Most Important KB Articles

Reports & AQs
Comprehensive descriptions and screen shots of what's in the reports and advanced queries.

Payroll Correction
How-to and walkthroughs of everything payroll - including check reversals, reissues, and voids.

New in the Knowledge Base
We frequently announce new additions to the Knowledge Base.

Release notes – Suite & Aero
Detailed descriptions of what's new in every suite release and every Aero update.

Contact Information

Visit support.avionte.com to search the Knowledge Base or submit a ticket.

Call 877.4AVIONTE to reach a Technical Support representative.

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