

Avionté Training and Support Resources

Training Best Practices

- Encourage users to schedule time to attend the Avionté University courses for their role.
- Have users log into the platform prior to training and regularly after training.
- Attend new user webinars, then practice in the platform.
- Use Avi guides to get help while working in the platform.
- Search the knowledge base for answers to your questions.
- Attend ongoing learning webinars and Avionté University courses to further build knowledge.

Support Best Practices

- Search the knowledge base prior to submitting a ticket.
- Search past tickets in the Avionté Support Center to look for similar issues and their resolutions.
- Create a ticket prior to calling Support and reference the ticket number when you call.
- Use the SOLVE model when filling out a support ticket to help expedite ticket resolution.
- For all business critical issues, ensure that you call Support to follow up on the ticket.
- At any time, if an issue becomes business critical, call Support to help with ticket handling.
- Remember, tickets are worked on a First In, First Out (FIFO) basis.

Resource List

- [Avionte University](#)
- [Avionté Support Center](#)
- [Reporting Knowledge Base Articles](#)
- [Advanced Queries Knowledge Base Articles](#)
- [Payroll Correction Knowledge Base Articles](#)
- [Release Notes Knowledge Base Articles](#)
- [Avionté Tip of the Week Newsletter Sign Up and Archives](#)
- [Avionté Client Training Calendar](#)
- [COVID-19 Resources](#)
- [Year End Tax Filing Resources](#)
- [Avionté Status Page](#)

Contacting Support

Call 651.328.6060 (Provide Your Ticket Number)

Support Center Hours: 7am – 7pm Central (On-Call for Emergency Issues)

