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Customer Support Review of 2017

By Jerry Knisley

Every year at the conference time we go through the process of evaluating the previous year's support questions to assist in the development of the plan for the next year. This year I went through all of the tickets that were submitted by you, our customers, to see what stumbling blocks there were and if areas exist where we can do a better job of supporting your survey and dredging needs.

The areas that we saw the most inquiries, not surprisingly, involved the more complicated functions in HYPACK®.

- **Timing:** The most critical thing in survey is timing and we saw quite a few issues where the timing was not correct and the files had to be recovered. This is most often caused by an incorrect setup of the hardware to generate a common time source.
- **Training** was another common issue. Sometimes the method to achieve a result is not easily followed without understanding the many tools within HYPACK®.
- **LiDAR** data collection and processing occupied quite a bit of our time this year with the release of the NEXUS-800.
- **Sidescan processing** for HYPACK® Marine Search was another area where we spent quite a bit of time. We spent time working with the New Haven Fire Department to realize what tools they needed to better assist a local unit in this area, which in turn will make the software better overall.

I bring up these topics because there is a common theme among them—Knowledge. The HYPACK Technical Support team has a wealth of knowledge about the use of the software that can benefit our users. In the past, we have tried various methods to share the knowledge we have. Some of it proves effective and some does not. I asked a friend of mine how he learns to do something. His answer: "I watch a Youtube video".

Over the course of the coming year, we are dedicated to producing more training material so you can look for an answer quickly to help solve a problem or just learn how a new feature works. When I started working at HYPACK 20 years ago there weren't that many features to understand. Now there are areas of the software I rarely see.

At the end of the January, I will be sitting with Rob Baird, one of the members of the support team and also the video genius behind our recording studio. I will generate a list of videos that we are going to be adding to the HYPACK Youtube channel. If there is any topic that you feel would be a benefit or you want to know more about please let me know by emailing me directly at Jerry@hypack.com so I can add them to the list.