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Technical Support - How do I get Support?

By Jerry Knisley

I am revisiting an article I wrote recently about contacting the Support Department. The reason is that there was a problem with the After Hours implementation of the phone system. This has been resolved and the random drop of calls will not happen again.

At the recent HYPACK 2017 training event, I asked everyone in the sessions I led to let me know the number one issue you have with receiving the support you need. I was provided several ideas about how we can better serve you, our customers. I will work with the Support Team to implement several of these over the coming months. If you were not at the training event, or you did not have an opportunity to provide feedback, please email me at Jerry@HYPACK.com so I can continue to improve our support system.

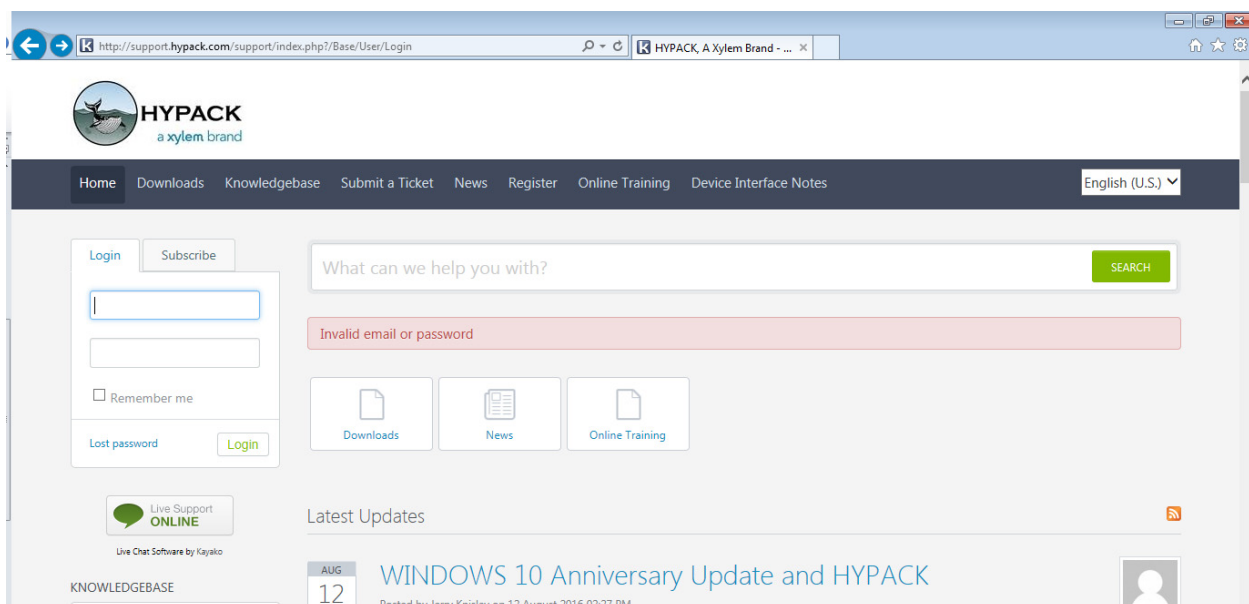
There are several ways to contact the Support Department at HYPACK:

The first and easiest is to send an email to Help@HYPACK.com. This email will be spread amongst the department and entered automatically into a system that tracks the issues our customers are having.

The second method of requesting support is to call (860) 635-1500. This is usually the fastest way to request support. If you have a time-sensitive issue—something that you need answered immediately—please call us.

The third, and least used, method is to log into the Support system directly. When you go to the website at <http://support.hypack.com/support> there is a login option. If you do not have a login, there is an option to subscribe to support.

FIGURE 1. HYPACK Support Site



The fourth method of asking for support is to navigate to the website, where there is a button for LIVE SUPPORT. The Live Support option is used to chat with a support technician about your question. The support technicians will assist you with any questions you have. Please understand that some questions may transition from online support to a more involved ticket if we cannot answer your question without more information or files.

A new option for support is after hours support. In the past, there was a cell phone number that was discontinued due to lack of necessity. As a way to support our customers after hours with critical issues, a new method has been set up. If you call the office number, (860) 635-1500, press 9 to be connected to the after hours on-call technician. Depending on the time of day, the technician may have to call you back. If you experience trouble using the after hours support option, please call during normal hours and ask for Jerry. I will investigate the issue, we are dedicated to making your support experience a pleasant one.