

# Service Desk

*Your contact point  
for evidence support*

## Professional support even after project completion

The Glaux Soft Service Desk guarantees professional support for your **evidence** installation even after the project is completed. Your project manager ensures a thorough transfer of know-how. This ensures that you continue to be optimally supported.

### The Service Desk is responsible for

- **Product Support**
- **Error Messages**
- **Change Requests**

## Contact

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**Phone:** 031 388 10 00

**Zendesk Support:** [support@glauxsoft.com](mailto:support@glauxsoft.com)  
<https://support.glauxsoft.ch>

At our Service Desk you can submit **support requests**, check **open tickets** and place ideas for new functions.

**Operating hours:** **Monday to Friday**  
**08.00 – 12.00 h and 13.00 – 17.00 h**

Furthermore, the agreed SLAs according to the maintenance and support contract apply.

*Support  
Errors  
Changes*



Urs Löffel  
Senior Software Engineer

Your contact persons:

Daniel Wittwer  
Head of Service Desk

