

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

Phone: 031 388 10 00

Zendesk Support: 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.

Your contact persons:



Urs Löffel
Senior Software Engineer



Dominik Hosmann
Customer Care Specialist



Daniel Wittwer
Head of Service Desk

*Support
Errors
Changes*