Circuit Court Management System
CCMS(w) for Windows Notification

Best Support Practices

To: All Circuit Court Management System Users
From: The Technical Staff of Software Computer Group
Subject: How to improve your support experience with the SWCG support staff
Date: January 23, 2013

On January 1st 2013 we have implemented a policy that your staff will find beneficial when you have a support issue.

As opposed to calling on the telephone and waiting for a technician or having to leave a voice mail, please do the following:

Please send an email message to **support@swcg-inc.com** that states your problem. In return our dispatch team will return an email with a support ticket that contains your issue. The technical staff will begin working on your issue and email you when the problem is resolved, if resolved that day or early the next day.

If the technician does not fully understand your issue they will call.

We have run a sample test that compare response times to phone versus the support emails. The support emails proved to be much faster.

As always, we appreciate your business and are always searching for better methods of responding to your issues and questions.

Thanks you

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Note, we are always open to suggestions