



SirsiDynix®

## Our Customer Support Team is YOUR Support Team

As SirsiDynix customers, you are entitled to access our award-winning support site. Site features include:

- Personal case tracking
- Thousands of support and training documents
- Customized self-paced training via SirsiDynix Mentor
- A robust community of developers, users, etc.
- A database of SirsiDynix approved downloads and upgrades

Upgrades of the SD software are a part of your annual maintenance. Many products are customer upgradeable, however, the Support team is available to perform any major product upgrade upon request. Please create a Case with Customer Support to schedule an upgrade.



## Have you checked out our [Support Center](#)?

The SirsiDynix Support Center (SDSC) was selected by The Association of Support Professionals as one of The Year's Ten Best Web Support Sites of 2014. This international acclaim has driven us to go above and beyond for our customers.

*"We've already made many improvements to the SDSC since receiving the award, and are working on many more that we hope to be able to roll out soon."*

*-Reed Farnsworth, SirsiDynix Knowledge Base Analyst*

With click-by-click support, our experienced team of over 150 members covers 70 countries working around the clock to offer you 24/7 support for your pressing software issues. Guaranteeing a tailored customer experience, the SirsiDynix support team targets a 48-hour or less response time for your questions, issues, and feedback.

## Upcoming Mentor Classes

Stay up to date on your own SD software training! And don't forget that Platinum and Platinum Premier customers receive free Enterprise Q&A Mentor sessions.

### For Platinum Premier customers:

#### Enterprise Q & A

- Nov 10 @ 7am MST (2 hr. class)
- Nov 19 @ 8pm MST (2 hr. class)
- Nov 26 @ 2pm MST (2 hr. class)
- Dec 5 @ 7am MST (2 hr. class)
- Dec 14 @ 4pm MST (2 hr. class)
- Dec 15 @ 2pm MST (2 hr. class)

### For Platinum Premier customers:

#### API Stump the Chump

- Nov 19 @ 8am MST (2 hr. class)
- Dec 10 @ 3pm MST (2 hr. class)



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