

Support Program Features & Services

🏆 = Premium 📞 = Full ★ = Maintenance

Live Customer Support

🏆 **Toll-Free Phone Support:** In client surveys, our support department consistently receives the highest ratings and praise. Participants in our Premium support program are able to call for technical support through a dedicated toll-free 800 phone number.

📞 Phone support is provided to Full support clients through regular phone numbers.

🏆 **Emergency Phone Number:** When all lines are occupied, you are able to activate a special emergency line where you can leave a message and your call will be flagged as high priority.

🏆 📞 **Remote Access Support:** Remote access support allows us to connect to your computer via the Internet (with your approval). That way we can watch your screen while you are using the system! There is no program to install or anything to purchase to take advantage of this service.

🏆 📞 **Email Support:** One of the fastest and easiest ways to get your support questions answered is to send us an email. Simply access the **Request Help** link through the *Clients Only* section of the website. When you click **Submit**, your email is sent to our support staff for immediate review and routing to ensure a prompt response.

🏆 **Toll-Free FAX Support:** Faxes can be sent to SofterWare via an 800#, providing another method to send us a description of your problem.

📞 Fax support is provided to Full support clients through regular phone numbers.

🏆 **24-Hour Emergency Pager Notification (USA/CANADA Clients Only):** A SofterWare support representative will be available after regular business hours to help with any emergency services you may need.

Product Updates

🏆 📞 ★ **Product Enhancements & Updates:** Using the latest nonprofit research and best practices, as well as clients' comments and suggestions, we are constantly improving DonorPerfect. In addition to improving fundraising features, the enhancements make the system faster, more efficient, and easier to use.

🏆 📞 **Pre-release Enhancements:** As we implement product enhancements, they are made available on a limited basis to clients who help us evaluate them and make suggestions for further refinements, based on their needs.

Additional Support Services

🏆 = Premium 📞 = Full ★ = Maintenance

🏆 📞 ★ **User Meetings:** Scheduled during several major nonprofit conferences, these meetings provide an opportunity for you to meet with DonorPerfect staff and other users, see "sneak previews" of future development, exchange ideas for new system features, and learn how other users like you are using their systems to full advantage.

🏆 📞 ★ **E-Tips:** Each month, DonorPerfect clients receive an emailed tip on topics that help improve the use of our products or services, such as time-saving system tips, how to handle new government regulations, better ways to access and use data, and more.

🏆🔑★ **Periodic Newsletters:** The DonorPerfect newsletter includes information on upcoming enhancements, training class schedules, and seasonal procedures, as well as tips and techniques that help you get the most from your software.

🏆🔑★ **User Forum:** SofterWare offers a unique electronic forum for client discussions. This is a great place to share your successes and challenges with fellow users - wherever they may be. Share tips, ask questions, make suggestions, or just see how others use DonorPerfect to solve their administrative problems and information management needs.

🏆🔑★ **Clients Only Web Site:** SofterWare maintains an extensive and growing web site devoted exclusively to our clients. Features include how-to guides; past E-Tips and newsletters; User Forum; product incremental updates; manuals and other documentation; support, training and data services, electronic request forms, and more.

🏆🔑★ **Client Satisfaction Liaison:** SofterWare is committed to your satisfaction. Our client satisfaction liaison acts as an advocate for your organization to every department within our company until your issue is resolved in a timely and satisfactory manner.

🏆🔑★ **Call-the-President Hotline:** Clients can call a toll-free 800 number to provide feedback directly to the company president. SofterWare is committed to encouraging and responding to our clients' needs as efficiently as possible. This represents our commitment to our customers and gives clients an opportunity to voice their comments directly to our executive management.

Access to Other Services

🏆🔑 **Access to Data Services:** After your initial purchase of DonorPerfect, you may require future data conversions, and other data services such as NCOA, CASS certification, prospect research, matching gifts, deceased record notification and more. SofterWare offers all these services at a modest fee per service.

★ Maintenance clients pay an additional charge to be eligible for these services.

🏆🔑 **Access to Training:** SofterWare offers a full complement of training—regional classes around the country, webinars, on-site and virtual on-site training—to help new and experienced users get the most out of their systems. SofterWare offers these training options at a modest fee per training.

★ Maintenance clients pay an additional charge to be eligible for training.