

Support by telephone

Information about how to get phone assistance on NextGen.

Online version: <https://nextgen.sant-ambrogio.it/KB332013>

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How to ask for telephone assistance

Making a phone call is often the fastest way to reach us. It may seem like the fastest way to get answers, but that's not always the case.

To respond correctly to a request for assistance, most of the time it is essential for us to receive this request through the "Ask for support" function, which in addition to the item you are working on sends us important information such as the program log.

The ticketing system also allows us to assign each request to the most suitable person to provide an answer.

For this reason, most of the time, even in the face of a call, we then invite customers to send the request via software.

There are of course cases in which it is actually possible to reply verbally: if you believe that your request does not require an analysis by us of the item you are working on, please call us: in all other cases we invite you to open the assistance through "Ask for support" and, if you wish, indicate in it to be contacted by telephone as soon as possible for an answer.