



Autodesk Advanced Support

Customer Guide

More help when you need it.



Autodesk Advanced Support customers also enjoy the many benefits included with Autodesk Subscription.

Full details are available at www.autodesk.com/subscription.

Autodesk Advanced Support offers expert one-to-one, priority technical support for your business.

What is Autodesk Advanced Support?

Autodesk® Advanced Support can help to ensure your company has priority global access to knowledgeable expertise and technical assistance for all of your Autodesk® software products, together with a wide variety of valuable web-based online training resources and services. Autodesk Advanced Support can help speed your implementation of Autodesk software, helping you maximize productivity, minimize downtime, and lower costs.

Autodesk Advanced Support is a premium support service only available to Autodesk® Subscription customers. To learn more about Autodesk Subscription, visit www.autodesk.com/subscription.

Find the Right Answer, Faster

Autodesk Advanced Support provides priority access to Autodesk support for named callers. By designating a minimum of two named callers, you begin a relationship in which you can add one additional named caller for every 10 software licenses purchased with Advanced Support.

Your designated callers enjoy unlimited, 24x5 extended hours, priority access, one-to-one phone support from senior Autodesk support specialists. You can get help with issues relating to any product in the entire Autodesk product portfolio, for which you have purchased Advanced Support.

Autodesk Advanced Support is available worldwide during local business hours and in a variety of languages. If your named callers require assistance outside of local business hours, product support is available in English, 24 hours a day, five days a week (excluding published holidays).

Keep Moving Forward

Autodesk Advanced Support is much more than a technical support plan. It is a program of support services designed to help your employees do more, faster, with their Autodesk software.

The Advantages of Advanced Support

Autodesk Advanced Support benefits also include:

Feature	Benefit
Remote desktop assistance	Access to remote desktop assistance to expedite troubleshooting and issue resolution
Exclusive on-demand training webcasts	Keep your skills sharp with training webcasts
Access to API (application programming interface) support	Get expert help for your internal tool development needs
On-demand option to escalate community support forum posts to Autodesk specialists	If you absolutely need Autodesk product support to review a forum post straightaway, you can proactively escalate it on demand

Remote Desktop Assistance

Autodesk Advanced Support customers have the option to use remote desktop assistance, a flexible method of getting help. By providing temporary and fully secure control of your desktop to an Autodesk product support specialist, troubleshooting and resolution of issues can be significantly expedited.

Exclusive On-Demand Training Webcasts

Keeping your product skills sharp is a key to maintaining your competitive advantage. That is why Autodesk offers on-demand, industry-focused webcast training, an efficient and convenient way to develop advanced skills on Autodesk products.

Take Advantage of Autodesk API Support

Advanced Support customers can also contact Autodesk Developer Network (ADN) support. This provides access to support for API (application programming interfaces) provided by experienced software engineers working for the Autodesk developer technical support team.

Proactively Escalate Forum Posts to Autodesk

Autodesk Advanced Support provides you with all the benefits of Basic Support, including expedited community forum support: if the community does not respond to your posts within 24 hours, they are automatically escalated to Autodesk.

As an Advanced Support customer you also have additional community forum benefits. If you need a faster response from Autodesk than the Basic Support benefits provide above, Advanced Support provides a Need an Answer button you can use to proactively and immediately forward your top-priority forum posts to Autodesk. Further, you can tell Autodesk if you require additional assistance by indicating if you have received an accepted solution or not.

Get Help from Comprehensive Online Services

As with Autodesk Basic Support, Autodesk Advanced Support provides access to a comprehensive set of online support tools containing a wealth of valuable information. Online case management and email status alerts also make it easy to follow the progress of any support request.

For more information on Autodesk Advanced Support, contact your Autodesk Authorized Reseller or Autodesk sales manager.



