AltiGen KB

Field Alert #145 Tech Support IVR Flowchart

This field alert provides up-to-date information on the IVR answering process for Authorized AltiGen Dealers when contacting AltiGen Technical Support.

When contacting AltiGen's headquarters for technical support, please note that you will need to enter a Dealer ID to reach the Technical Support Group. You should be prepared to provide your Dealer ID and case number (if available) when calling Tech Support. If you do not know your Dealer ID, contact your AltiGen Inside Sales Representative.

The flow chart here describes the IVR flow:

When you call into AltiGen HQ:

1. Wait for Operator prompt, then press 5 for AltiGen Technical Support.

2. Press 1 for Authorized AltiGen Dealers.

3. IVR will prompt to enter Dealer ID.

4. IVR will prompt to enter Tech ID.

5. IVR will ask you if a current case is open. Press 1 for YES, press 2 for NO.

6. If YES, IVR will prompt for Case ID. If NO (or if inputted Case ID number is invalid), call is routed to Tech Support workgroup.

If it is an existing case, you will be routed either to the Tech Support Engineer who opened the case (if the

engineer does not answer within 5 minutes, the call will be routed to the general Technical Support workgroup), OR to the Specialized Technical Services Group, if the case has been escalated.

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