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New Technical Support Queue Options

In order to help streamline incoming calls and to improve overall customer satisfaction Samsung BCS Technical Support has enhanced the Technical Support Call Center by adding a Sub-Menu with more options. The purpose of this Technical Bulletin is to give an overview of these new options.

Once a certified dealer dials 1-800-737-7008 and presses '1' to reach the Technical Support Call Center the new Sub-Menu is then presented. The Sub-Menu options are listed below.

Dial Option	Action
1	Leave a Message in the Technical Support Q&A Mailbox
2	Technical Support for the iDCS Product Line
3	Technical Support for the OfficeServ Product Line
4	Technical Support for the SVMi Voice Processing systems
5	Technical Support for all other Samsung Legacy Products
6	Repeat Menu Options

Note: Please select the correct Support option from this menu in order to minimize time spent waiting for a Technical Specialist.

If you have any questions about this or any other Technical Support bulletins please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com