



**Bulletin No.: 2007-06**

**3/23/2007**

## **Improved Email Service for Technical Support**

Samsung is proud to announce the new and improved Technical Support Email service. Effective immediately, certified technicians, with registered email addresses, can request support via email. Once the system recognizes a registered email address, the certified technician receives an assigned Incident reference number and is notified by return email. Internally, a ticket referencing the Incident number is generated and assigned. This Email service also sends updates to the technician when the ticket is updated and also resolved. The technician will receive an email log of when the ticket was opened, updated, and resolved.

The technician must be certified on the product in question and also must have their email address registered to their account in Technical Support. If the reply to email address that the registered technician is emailing from is not registered to his or her Tech ID or if the registered tech is not certified on the product, an auto-generated response will be returned. This response informs the technician to call into Samsung Technical Support at (800) 737-7008 to update the account with email support.

The Technical Support Email Address is [BCS.SUPPORT@SAMSUNG.COM](mailto:BCS.SUPPORT@SAMSUNG.COM).

Required Criteria: The following must be met for the email to be logged as a new incident.

1. Technician must be certified on the product in question.
2. Technician must have email address previously registered.

Recommended Criteria: Following is additional information that aids in efficient email support.

1. Site Name
2. System Type i.e. 500 R2 M Level
3. System Software Level i.e. M2.66 (06.06.15)
4. Specific and detailed description of the issue or question.

*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](mailto:BCS.Support@Samsung.com)*

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