

TECHNICAL SUPPORT



Human Resource Management Software (HRMS)

Technical Support

We offer a variety of services to support our clients in using People-Trak. All our services are centered on the philosophy that we care about our customers. From our telephone support to our product upgrades, your success is how we measure our success.

Assigned Technical Support Representative:

Each People-Trak customer is assigned a dedicated Technical Support Representative. Your Representative will assist you with the data conversion process, and ensure that your basic education of People-Trak has been started. Your assigned Representative will be available to answer any questions you may have, or you can call and speak to the next available representative, Monday through Friday, 6:30am - 3:30pm PST.

People-Trak University:

As part of your initial implementation, you will be introduced to People-Trak University (PTU). PTU is the umbrella term for all of our training programs, starting with your initial days of core classes. After core classes are completed, our continuing education courses are a great way to refresh your knowledge without breaking the bank.

Proactive Assistance

In keeping with our "Proficiency and Customer Engagement" (PACE) program, we'll reach out to you every other month to ensure People-Trak is meeting your needs. Even though you're busy, we encourage you to schedule an hour to go over questions, or learn something new in the product.

Multi-Tiered Support

People-Trak has experienced and friendly professionals ready to assist you with any issue that may arise. Your assigned representative will assess reported issues and, when necessary, ensure they are escalated to the appropriate department for resolution.

Newsletter & Quick Tips

Stay informed with our bi-weekly Newsletter, which includes Quick Tips, upcoming training programs, special offers, and product announcements. Our popular video Quick Tips are a great way to get familiar with the many features available in People-Trak.

People-Trak.Com/Support:

Our Support website offers answers to your frequently asked questions, the latest documentation, and other resources to support People-Trak. By logging in, you can submit requests, update account info, and even "meet your support rep."

Updates & Upgrades

Your participation in our Support program ensures that you will receive all product updates and upgrades. Updates, aka patches, are made to the product when necessary between major upgrades. Product updates are installed quickly and easily by your Technical Support Representative. All updates and upgrades are offered to actively supported customers at no additional charge.

Training Credits

Each active client also receives six (6) Training Credits annually, good for six hours of People-Trak training.* We provide these credits as a way for you to keep up with new product features. You can use credits to take some of our one-hour courses that cover both basic and advanced features, or use them to begin training a new People-Trak user.

*You cannot apply credits to courses where an instructor must travel, such as regional training or training at your facility. Credits do not roll over at end of year.

State-of-the-Art Tracking System

Our Technical Support Representatives utilize an advanced system to keep track of your contact information and all support-related activities. The system is based on People-Trak technology, and thus your representative works with the same technology you do. They use the same report writer, data-entry conventions, and advanced features. They are expert users simply by doing their job. You will become an expert user as well by just letting us **"walk you through it."**

