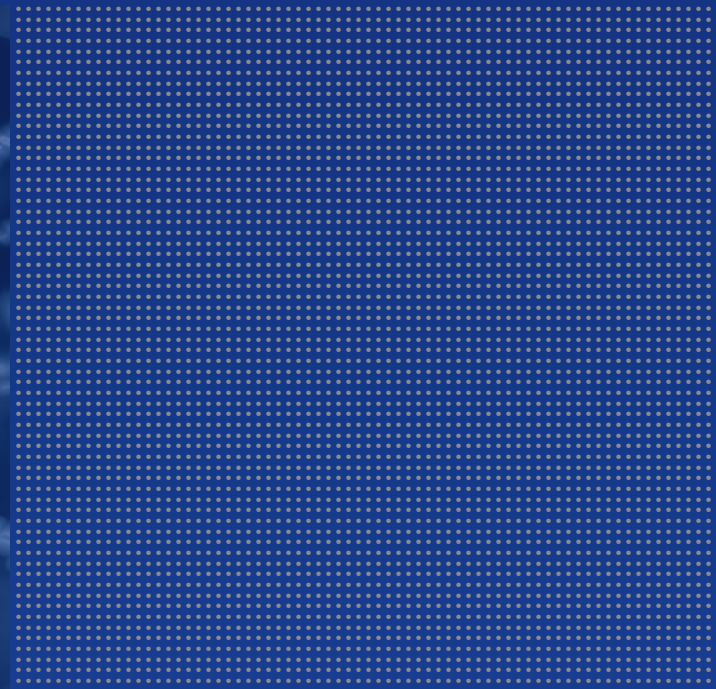


**A R G E N T**  
ENCYCLOPEDIA

# Support Procedures And SLA



## Argent Instant Help

Argent offers 24x7 support through Argent's online instant chat facility at: <http://help.Argent.com>

Click the



button to access Argent's world-class support.

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## Telephone

To access Argent's 24x7 phone support, customers should dial:  
**+1 212 222 9868**

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## Email

Asia	<a href="mailto:HK@Argent.com">HK@Argent.com</a>
Australia, New Zealand	<a href="mailto:Australia@ArgSoft.com.au">Australia@ArgSoft.com.au</a>
Europe, Middle East, Africa	<a href="mailto:EMEA@Argent.com">EMEA@Argent.com</a>
North America	<a href="mailto:Support@Argent.com">Support@Argent.com</a>
Singapore	<a href="mailto:SG@Argent.com">SG@Argent.com</a>

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## Documentation

All of Argent's latest documentation can be found online at:  
<http://help.Argent.com>

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## On-site Assistance

Argent offers full on-site assistance for customers.

To arrange for an on-site visit, please contact your Argent Account Manager.

## Diamond Support Tickets

Argent's in-house *Diamond* support facility ensures all customer support is tracked, logged, and packaged in a way that maximizes information and minimizes transition time when tickets are dispatched to different Field Engineers.

All Diamond tickets consist of three letters and three numbers, e.g:

### AAA 123

This ticket number can be quoted anytime for any Argent Field Engineer – worldwide – to review and assist.

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## Escalations

Argent's Field Engineers are highly qualified to handle all types of issues and requests.

However, our escalation policy begins to take effect if an issue remains unresolved after 3 hours:

<b>1st Escalation</b>	Senior Support Specialist
<b>2nd Escalation</b>	Regional Support Manager
<b>3rd Escalation</b>	Director of Technical Services
<b>4th Escalation</b>	Lead Developer
<b>5th Escalation</b>	CTO

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## Backup And Recovery

Argent Field Engineers will typically request customers to perform a full backup if they are about to engage in major changes to the Argent environment. Full backups are safe, painless and easy to restore.

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## Response

**All support work is treated with the highest priority.**

**All requests for support are generally acknowledged within 2 hours of the request.**

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