



AutoCAD Support Clinic 2020

Shawn Niles

Technical Support Manager

Class Summary

- **Answer Your Questions**
- **Share troubleshooting tips**
- **Open Discussion / Audience participation**
- **Brief Presentation, then questions from audience**



Introduction of Presenters

- Shawn Niles – Boston, MA
- Volker Cocco – Portland, OR
- Daniel Kuhmann – San Francisco, CA
- David Dembkoski, Boston, MA



About Technical Support

- **286 specialists in 10 countries**
- **Work closely with development/QA teams to identify and prioritize defects and wishlist items**
- **Contributors to blogs, AKN, webinars, and public forums**
- **More information in handout**

Time for Q&A!!

- The remainder of the class is for your questions. Please submit and the moderator will relay the questions to the presenters.





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