GEN9772-R

AutoCAD Support Clinic - Roundtable

Shawn Niles
Autodesk

Volker Cocco -Autodesk
Brad Hurley -Autodesk
Daniel Kuhmann – Autodesk
Stewart Li - Autodesk

Learning Objectives

- Get answers to a variety of support questions

- Explain what the support options are and how to contact support

- Meet members of the Autodesk Support team

- Use troubleshooting techniques for different situations

Description

In this roundtable session, a panel of experts from Autodesk, Inc will share tips and tricks to help you become more productive, and also answer questions from the audience about real-time problems. If you are currently battling a problem at your office, this class will provide expert advice. The class will start with a brief presentation to introduce the support organization, the speakers, and the current support options for customers. There will be dedicated time for attendees to ask any questions troubling them. We will set up a computer in the class with AutoCAD 2016 software for any attendees who need to demonstrate their problems. Panel experts will include members of the Technical Support, QA, and Licensing Teams. This roundtable session has limited space which will allow more time for each attendee to discuss individual needs.

Your AU Experts

Shawn Niles is a technical support manager for the Autodesk product support team at Autodesk, Inc., based in Manchester, New Hampshire. In this role, Shawn oversees distribution of support cases and helps to keep support quality at a high level. Before joining Autodesk 7 years ago, Shawn worked as a CAD manager in the industry for over 10 years. He has been using AutoCAD software since version R12 and supported AutoCAD customers for 6 years at Autodesk before taking a management role.

Volker Cocco is employed at Autodesk as a Frontline Technical Support Specialist, and has been working with AutoCAD since 1991 (that's R10 in CAD Speak). Working for various Autodesk Resellers since 1997, Volker has had extensive experience troubleshooting and supporting Autodesk products. In addition to having a background in CAD drafting and Management, Volker has instructed basic to advanced AutoCAD technical classes including sessions at AUGI CAD Camp and Autodesk University.

Dan Kuhmann is a Software Quality Assurance Manager for the AutoCAD Platform Team based in San Francisco, CA, and a Professional Civil Engineer. Dan's main role is to make decisions about the features and wishes added to AutoCAD and to make assignments for who will take responsibility for testing them. Before joining Autodesk 8 years ago, Dan worked in Land Development and Surveying for large subdivisions and as a Design-Build Engineering Technician for a pavement design consulting company. He started using AutoCAD on R10 and has also used ACA, C3D, and LDD in his career.

Stewart Li is a Senior SQA for AutoCAD team in Shanghai. Currently he has been responsible for AutoCAD product testing for several years and also tested AutoCAD Architecture and AutoCAD MEP for more than 6 years. Stewart ever was a pipe designer for fire-fighting system before entered the Autodesk.

Brad Hurley is a customer support specialist for the global installation and licensing team at Autodesk. He is based out of the Manchester, NH office. Brad has been with Autodesk for over 2 years. Prior to working at Autodesk, Brad worked at IBM for 13 year as a technical support specialist.

Introduction to Autodesk Product Support

The Autodesk Technical Support team assists customers and resellers around the world who are having trouble with Autodesk products. There are 136 specialists globally located in Canada, USA, China, Japan, Singapore, Germany, and the UK. These specialists work on cases that come to them through Autodesk Account, product forums, phone calls, web chat, and other sources.

The product teams also spend time writing articles for the Autodesk Knowledge Network and many contribute to blogs. Product specialists also work closely with the product development teams to help resolve defects in the products.

There is also a team of dedicated Premium support specialists and Support Account Managers who work solely with our Enterprise priority support accounts.

Support Programs and Options

The following support options are available to ALL customers:

Knowledgebase
www.autodesk.com/support

www.autodesk.com/autocad-support

http://knowledge.autodesk.com/support/autocad-lt

https://knowledge.autodesk.com/support/autocad-for-mac

https://knowledge.autodesk.com/support/autocad-lt-for-mac

Autodesk Forums
http://forums.autodesk.com

Up & Ready Support
One on One web/phone support that is available for 90 days from registration of the product. Up & Ready Support is designed to get your software up and running, and to ensure the general functions and features included in the software are working as they should. It covers product installation and configuration only.

http://usa.autodesk.com/support-offerings/up-and-ready/

Subscription customers receive all of the above, plus the below options:

Expedited support in the forums
Any forum post made by a subscription customer is automatically brought to the attention of the support team if it goes unanswered for 2 hours. The support team will then typically respond to the customer within the forum post.

Basic Support
1 to 1 Web support. Cases are logged via subscription center and in most cases the support team will reply via email. A phone call can be made to the customer at the specialist's discretion. It is designed for customers who need a minimal level of product support.

http://usa.autodesk.com/support-offerings/basic

Advanced Support
1 to 1 phone or web support. Autodesk Advanced Support provides unlimited, priority, one-to-one, extended hour global phone support from support specialists.

http://usa.autodesk.com/support-offerings/advanced

Enterprise Priority Support
Autodesk Enterprise Priority Support delivers proactive services with dedicated account management and technical resources to help customers more quickly realize the business benefits of Autodesk technologies. A global support team increases efficiency and quickly resolves technical issues, minimizing downtime. Customers establish a strategic relationship with Autodesk, helping shape technology directions.

http://usa.autodesk.com/support-offerings/enterprise

Additional helpful subscription links
A comparison of the different support offerings can be found at the following link:
http://usa.autodesk.com/support-offerings

For more information about Autodesk Subscription services, go to:
http://www.autodesk.com/subscription/overview

A quick way to check if you have subscription support is to go to https://accounts.autodesk.com and log in. It will then let you know if your account is linked to an active subscription or not, and provide a link for additional information.