

1. Business Issues

1.1 New Orders & Software Licenses

1.2 Shipments & Distribution Services

2. Technical Support

2.1 NX & NX I-deas

2.1.1 NX

2.1.1.1 Installation, System Administration, Licensing and Plotting Issues

2.1.1.1.1 Plotting Questions or Issues

2.1.1.1.2 All other Upgrade, Licensing & Installation Questions

2.1.1.2 CAD Applications

2.1.1.2.1 Routing, Harness and Comos

2.1.1.2.2 All other CAD Products (Design, Drafting, Modeling, Assemblies, Geolus)

2.1.1.3 CAM Applications

2.1.1.4 Programming & Automation Tools (NX/Open, Knowledge Fusion, UIStyler, Manuscript & Rulestream)

2.1.1.5 Translators (IGES, STEP, DXF)

2.1.1.6 CAE Products (Jack, Mechanisms/Motion, Scenario/Structures)

2.1.2 NX I-deas, I-deas and C3P

2.1.2.1 CMM (Content Migration Manager)

2.1.2.1.1 Application Questions or Issues

2.1.2.1.2 Installation and Licensing Questions or Issues

2.1.2.2 I-deas Data Management (Check-in/out, Library & Projects)

2.1.2.3 Installation, System Administration and Plotting

2.1.2.4 CAD Products (Drafting & all Design Issues)

2.1.2.5 Simulation (CAE Products)

2.1.2.6 All Other Questions or Issues (CAM, Customization (Open I-deas, Program Files, Icon Customization), C3P IMI, PIM, Metaphase and C3P Ancillary Products (Digital Buck, ROBCAD, ICEM, Vis Products))

2.2 Solid Edge & the Velocity Series

2.2.1 Applications Questions or Issues (Solid Edge & Femap Express within SE)

2.2.2 Solid Edge Insight & Solid Edge Embedded Client

2.2.3 Installation & Licensing Questions or Issues

2.2.4 Teamcenter Express Questions or Issues

2.2.5 NX CAM Express

2.2.6 Femap

2.3 Teamcenter and Data Management or PLM Products

2.3.1 Teamcenter for Engineering Process Management, Teamcenter Express, Teamcenter Manufacturing, and Teamcenter (Unified Architecture)

2.3.1.1 Any Teamcenter Engineering, Express or Unified Architecture Application Questions or Issues

2.3.1.2 Installation and Upgrade Questions or Issues

2.3.1.3 Teamcenter Manufacturing Questions or Issues

2.3.1.4 Programming Tools (ITK, Java, and PLM XML)

2.3.2 Enterprise Knowledge Foundation & Industry Solutions Products (Consumer Package Goods, Aerospace & Defense, Automotive Supplier, High Tech Electronics, Reporting & Analytics, SH&F, Environmental Compliance, and MRO)

2.3.2.1 Installation, Database & Environment Questions or Issues

2.3.2.2 Customization Questions or Issues

2.3.2.3 All other Product Usage Questions or Issues

2.3.3 Systems Engineering (Teamcenter Requirements, SLATE)

2.3.4 Global Services & Teamcenter Integrator (Accelis)

2.3.5 Teamcenter Schedule Manager

2.3.6 Community Collaboration & Portfolio and Program Management

2.3.7 Lifecycle Visualization & JT Translators

2.3.8 PLM Components or Toolkits (JT Open, PLM Vis and PLM XML)

2.3.8.1 JT Open

2.3.8.2 PLM Vis

2.3.8.3 PLM XML

2.3.9 Supplier Relationship Management (Teamcenter Sourcing)

2.4 Tecnomatix Products

2.4.1 Tecnomatix Mechanical Products

2.4.1.1 eM-Planner

2.4.1.2 ROBCAD

2.4.1.3 Valisys

2.4.1.4 eM-Plant or Plant Simulation

2.4.2 High Tech & Electronics (MES, UniCam FX, Assembly Expert, FABmaster & CIMBridge)

2.4.4 Jack Applications Support

2.4.5 Factory CAD, FLOW, Factory Optimization, Factory Plan & In-Context Editor

2.5 NX Nastran & Femap

2.5.1 Application Issues

2.5.2 Installation and Licensing Issues

2.6 Web Support & Electronic Tools (WebKey, LogIR, FTP, Solution Center)

2.7 Other Products or Additional Assistance

2.7.1 Specialized Engineering Software (formerly Vistagy)

2.7.2 Imageware (Freeform)

2.7.3 For Additional Assistance

2.9 To Repeat these Options

3. Call Back (Follow up on an existing Incident Report or Problem Report, using the IR or PR Number)

3.1 To contact the Support Agent

3.2 To contact the Support Manager

4. Training Issues

4.1 For Registration, Training and Courseware information

4.2 For Help with the Learning Advantage web tool