1. Business Issues
   1.1 New Orders, Contract Issues, Server Transfers & Software Licenses
   1.2 Shipments, Deliveries & Distribution Services
   1.3 Maintenance Contract Issues or Maintenance Renewals

2. Technical Support
   2.1 NX & NX I
   2.1.1 NX
      2.1.1.1 Installation, System Administration, Licensing and Plotting Issues
      2.1.1.2 CAD Applications
         2.1.1.2.1 Routing, Harness and COMOS
         2.1.1.2.2 All other CAD Products & Translators (Design, Drafting, Modeling, Assemblies, Geodus, IGES, STEP & DXF)
      2.1.1.3 CAM Applications & CMM Inspection (Coordinate Measuring Machine, Shop Floor Connect)
      2.1.1.4 Programming & Automation Tools (NX/Open, Knowledge Fusion, UIStyler, Menuscript & Rulestream)
      2.1.1.5 Teamcenter Integration for NX (NXManager)
      2.1.1.6 Simcenter 3D and CAE Products (including Jack, Mechanisms/Motion, Scenario/Structures)
      2.1.2 NX I-deas
         2.1.2.1 I-deas Data Management (Check-in/out, Library & Projects)
      2.1.2.2 Installation, System Administration and Plotting
      2.1.2.3 CAD Products (Drafting & all Design Issues)
      2.1.2.4 Simulation (CAE Products)
   2.2 Solid Edge
      2.2.1 Applications Questions or Issues (Solid Edge & Femap within Solid Edge)
      2.2.2 Solid Edge Insight, Insight XT & Solid Edge Embedded Client
      2.2.3 Installation & Licensing Questions or Issues
      2.2.4 Teamcenter RapidStart Questions or Issues
      2.2.5 NX CAM in Solid Edge
      2.2.6 Femap
   2.3 Teamcenter Products, PLM Components & Toolkits and Polarion Products
      2.3.1 Teamcenter, Teamcenter RapidStart and Teamcenter Manufacturing
         2.3.1.1 Any Teamcenter or RapidStart 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 and Java)
      2.3.3.1 Installation, Database & Environment Questions or Issues
      2.3.3.2 Customization Questions or Application Issues
      2.3.3 Systems Engineering & Teamcenter Requirements
      2.3.4 Polarion Products
         2.3.4.1 Licensing questions or issues
         2.3.4.2 All other Polarion application questions or issues
      2.3.5 Teamcenter Schedule Manager
      2.3.6 Community Collaboration
      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 NX Open, Knowledge Fusion, UIStyler, Menuscript, Rulestream, JT Open
         2.3.8.2 JT Translators or the PLM Vis Toolkit
      2.3.9 Teamcenter for Supplier Collaboration
   2.4 Tecnomatix Products
      2.4.1 Tecnomatix Mechanical Products
         2.4.1.1 Process Designer, Process Simulate and Robot Expert
         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, Test Expert or FABmaster & CIMBridge)
      2.4.3 Jack Applications Support
      2.4.4 Factory CAD, FLOW, Factory Optimization, Factory Plan & In-Context Editor
      2.4.5 Tecnomatix Plant or Plant Simulation
      2.4.6 Tecnomatix Products
         2.4.6.1 Applications Issues
         2.4.6.2 Installation and Licensing Issues
      2.4.6.3 managed Services & Siemens Cloud Solutions
         2.4.6.3.1 Web Tools including WebKey, QTAC, Download and Upload of data, and the Solution Center Search Tool
      2.4.6.4 General assistance identifying the appropriate support option to select
      2.4.6.5 Managed Services for Teamcenter Products
      2.4.6.6 Managed Services for Simatic IT Products
      2.4.6.7 Managed Services for Polearion Products
      2.4.6.8 Siemens Cloud Solutions
      2.4.6.9 Siemens Cloud Solutions
      2.4.6.10 SES, XHQ, Camstar, Product Intelligence (Omneo), QMS (IBS), Preactor, COMOS, SIMATIC IT & MindSphere
      2.4.6.11 Specialized Engineering Software (Fibersim, Syncoffit, Mastertim, SDE, QPE, and Encapta)
      2.4.7 XHQ
   2.5 Context Editor
      2.5.1 Library & Projects
      2.5.2 Installation Issues
      2.5.3 Web Tools, Data Classification (Export Compliance), General Assistance, Managed Services & Siemens Cloud Solutions
      2.5.4 Web Tools including WebKey, QTAC, Download and Upload of data, and the Solution Center Search Tool
      2.5.5 General assistance identifying the appropriate support option to select
      2.5.6 Managed Services
      2.5.7 Siemens Cloud Solutions
      2.5.8 SES, XHQ, Camstar, Product Intelligence (Omneo), QMS (IBS), Preactor, COMOS, SIMATIC IT & MindSphere
      2.5.9 MindSphere
      2.5.10 LMS Products
         2.5.10.1 LMS Test Support
            2.5.10.1.1 Licensing and Installation
            2.5.10.1.2 LMS TestLab
            2.5.10.1.3 LMS Test.Xpress
            2.5.10.1.4 LMS TecWare
            2.5.10.1.5 SCADAS hardware
            2.5.10.1.6 All Other Test Support products
      2.5.10.2 LMS Simulation Support
         2.5.10.2.1 Licensing and Installation
         2.5.10.2.2 LMS Imagine Lab
         2.5.10.2.3 LMS Virtual Lab Motion
         2.5.10.2.4 LMS Virtual Lab - All Other Products
         2.5.10.2.5 LMS Samtech

3. 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

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