



Scope of Services By Call Type

Act! Subscription Service offered by Swiftpage will cover installation, a brief overview on all features and troubleshoot any installation errors.

Should you require any further training or advice on a consultative level, please contact one of our Act! Certified Consultants.

To compare the differences for Act! Subscription Services, please see the table below:

| Category | Act! Subscription service coverage | Outside Subscription Service Coverage |
|---|---|--|
| Hardware, operating systems (OS), database platforms, Internet information server (IIS), browsers, etc. | <p>Explain system requirements</p> <p>Guidance on any specific configuration settings required by your Act! product.</p> <p>Adding Act! and SQL exceptions to the Windows firewall only</p> | <p>System Recommendations</p> <p>Installation of 3rd party applications and hardware</p> <p>Troubleshooting stability, performance or other problems</p> <p>Troubleshooting operating system issues – firewall, antivirus, permissions, etc.</p> <p>Create or delete Windows user accounts</p> |
| Installation & Upgrades | <p>Explain installation or upgrade procedure</p> <p>Guide through installation and setup</p> <p>Database conversion (Version 7 and above)</p> <p>Troubleshoot problems encountered during an installation or upgrade.</p> <p>Act! integration to supported 3rd party software.</p> | <p>Local (on-site) installation services</p> <p>Consulting services to install or resolve non-Act! installation issues specific to your organization's technical environment</p> <p>Hands-on Deployment and installation.</p> <p>Database conversions from early versions of Act!</p> |
| Remote Synchronization | <p>Troubleshooting connectivity issues within your Act! product when your supported network infrastructure is otherwise working</p> <p>Troubleshoot problems when configuring or using synchronization within Act!</p> <p>Synchronization wizards</p> | <p>Understand and explain requirements for creating sync sets & remote database deployments.</p> <p>Assistance with setting up your network</p> <p>Understand requirements for creating a sync set & remote database as well as deploying and restoring a remote database.</p> |
| Database Customization | <p>Troubleshoot problems encountered during database customization in Act!</p> <p>Explain how to customize an Act! layout.</p> | <p>Changes to your layout, including creating and adding fields, customizing columns, adding menus and toolbars</p> <p>For complete layout design service, contact your Act! Certified Consultant</p> |



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|---|---|--|
| Creating & Editing Reports & Templates | <p>Explain how to edit a report or template.</p> <p>Troubleshoot issues encountered using existing Reports & Templates in Act!</p> | <p>Understand requirements and make recommendations for running, creating or editing Reports & Templates.</p> <p>Microsoft Word support</p> <p>Assistance connecting your Act! data to third party reporting tools</p> |
| Importing and Exporting Data | <p>Explain how to import or export data from Act!</p> <p>Troubleshoot import problems in Act!</p> | <p>Understand requirements and make recommendations for importing and exporting data.</p> <p>Edit source data such as excel or CSV</p> <p>Exporting data from third party software or validating/formatting it for you, so that it can be imported into your Act! product</p> <p>Creating your data definition files or mappings for data import</p> |
| Network Connectivity | <p>Troubleshooting connectivity issues within your Act! product when your supported network infrastructure is otherwise working</p> <p>Troubleshooting connectivity to an Act! hosting center when Internet connectivity is working</p> | <p>Troubleshooting internet connectivity</p> <p>Troubleshooting other connectivity issues that exist outside of your Act! product</p> <p>Assistance with unsupported networks</p> <p>Installation, troubleshooting or configuration of network (WAN/LAN) security/cards/cabling/hardware/software</p> |
| Act! emarketing and Swiftpage Connect Support | <p>Explain how to edit templates using the in-built template editor</p> <p>Account access and billing issues</p> <p>Problems accessing the Service</p> | <p>Advise on template and campaign design</p> <p>Training on the design interface</p> |