





## Online support

Screensharing and phone call with a technical expert

 **1h = 150 €**

 **2h = 250 €**

Our Assistance Offers ensure that a **technical expert will dedicate all his time** to provide you support. Its duration will vary according to the subscribed offer.



## Onsite support

A technical expert comes to your office



**1/2 day**  
=  
**500 €**

This assistance **covers every type of support** that involves the **technical expert to come to your office**.

It can be the **technical installation** of your system, a hardware or software **diagnosis**, or particular **settings** (camera, belts...)



## Packshotwiki

<https://esupport.packshot-creator.com/portal/kb/packshotwiki>

**PackshotCreator puts at your disposal a free knowledge base.** It is composed of articles that could potentially answer to your questions on your solution.



## E-support

<https://esupport.packshot-creator.com/portal/newticket>

You can also **open a ticket** on our online support.