support

Support for over 30 essential business software titles at your fingertips

As well as training your key staff, how do you support your users?

Combined Knowledge brings you Support+ the instant Support and Helpdesk solution that works in unison with essential business software to give your entire organisation comprehensive training and support on demand. Aimed at all user levels and delivered in a broad choice of different formats, Support+ covers all of your support and training in one solution.

What is Support+?

Support+ is a collection of 1,000's of help items and actions delivered instantly from the user's desktop via video, in-line demonstrations, How To Steps (with a choice of basic and detailed), Hints and Tips, Detailed Explanations of features, and many more methods with an easy to use Search system, A-Z index and even in-context topics based on what you're doing right now*.

support are you **switched on?** ask the team for your free trial licence now!

KEY BENEFITS:

- One central point for all support content
- Instant access to 1,000's of helpdesk and support actions
- Just In Time Support / Helpdesk and Training
- Reduce support costs
- Resolve issues more quickly
- Lessons available anywhere
- Reduce Helpdesk workload
- Users can choose how support is delivered

Need to upload your document to SharePoint *fast* but not sure how?
Support+ will show you.

Want to make your PowerPoint Presentation sparkle with a Theme but need a quick guide?
Support+ will walk you through it.

Need to apply numbering to your list in Word for the first time?
Support+ can help.

Support+ content is available for:

Microsoft® SharePoint® 2013	Microsoft® Office® 2010	Microsoft® Lync® 2010	Microsoft® Windows® 7
Microsoft® SharePoint® 2010	Microsoft® Office® 2007 Microsoft®	Microsoft® OneNote® 2010	Microsoft® Project® 2010
Microsoft® SharePoint® 2007	Internet Explorer®8	Microsoft® Outlook® Web App	Microsoft® CRM®
Microsoft® Office® 365	Microsoft® Internet Explorer®9	Microsoft® Visio® 2010	Nintex Products coming soon

Latest Support+ feature update:
CONTEXT SENSITIVE HELP FOR SHAREPOINT
1000's of help actions based on what you're doing *right now in SharePoint*

Every product carries long list of support topics - here are the topic categories for the SharePoint 2013 'Collaboration' module, each containing a number of sub-categories culminating in 100's of support actions for just this one facet of SharePoint 2013

What is SharePoint?	Site Management	Content Type Hub	Managing Profiles
Navigation	Create and Delete Pages	Manage Users and Groups	My Newsfeed
Search	Working with Web Part Pages	Manage Permissions	Yammer
Lists	Working with Wiki Pages	Manage Permission Levels	Viewing Profiles
Libraries	Add Tags and Notes to Pages	Manage Permissions on a Subsite	Community Sites
Managing Lists and Libraries	Configure Workflows	Manage Permissions on a List or Library	Blog Sites
Advanced Library Features	Manage Workflow Instances	Manage Permissions of a Folder	Publishing Pages
Additional Apps	Site Content Types	Manage Permissions of a Document Set	Page Content
Create and Delete Sites	List Content Types	Manage Permissions on a List Item or File	Scheduling Pages

For a demo, a FREE trial license for any supported product, pricing, or to just get started speak to a member of our team or visit www.combined-knowledge.com/products now!

* In-context help is available with Support+ for SharePoint Online. In-context support can be implemented for SharePoint On Premises with additional development time depending on your environment. Speak to the team for more information.