

PRO-T-S Support

Marketing Systems Group (MSG) maintenance and support services are designed to provide all of our clients the highest level of support for the PRO-T-S System.

The technical support services at MSG provide a reliable and responsive touch point for information, answers and problem resolutions. The members of MSG's technical support team are trained specialists with deep expertise in telephony technologies, software development, application support, and case management. Our telephone Technical Support Services assist with the prompt resolution of product, system and telecom configuration issues.

Currently, our support hours are **8:00 AM to 12:00 AM** (Midnight) Eastern, seven days a week. Standard office hours are **8:30 AM to 5:30 PM** Eastern and after office hour support is provided by e-mail, and for emergencies, a pager support system until 12 AM Eastern. Outside these hours, special arrangements can be made to provide the necessary support for any customer issues that may arise. It should be noted that the support windows offered today can be readily expanded to address operational needs.

Marketing Systems Group has an international presence with systems installed in Brazil, Canada, China / Hong Kong, Germany, India, Russia, Spain, Thailand, UK and the United States. We have begun negotiations to provide second tier technical support from London.

MSG strives to provide high quality technical support and emergency response. We understand the type of support research call centers require, so we make it simpler for you, as a customer and a partner, to get the necessary assistance you require quickly and in the most direct way possible.