



## Talk to iChannel Support

May 17, 2017

This session is an interactive discussion with iChannel's Support team, led by Sharon Cholfin, Support Manager at Conarc.

### Participants will:

- Explain iChannel's support process
- Describe how to access the ZenDesk Knowledge Base and Documentation
- Explain when and how to escalate a support ticket

**Registration:** This session is available to attendees of the 2017 iChannel User Conference. Register at <http://events.r20.constantcontact.com/register/event?oeidk=a07edbfad8b4e014900&llr=p6xv9mxab> Pre-Registration for this session is not required. A registration table will be in each session and you must register your attendance and departure on the attendance sheets. To be awarded the full credit, you must be present the entire session. Sessions are limited to 25 people and will be repeated if attendance exceeds this number. Once attendance is reconciled, certificates of completion will be emailed to you.

**CPE Credit:** 1

**Field of Study:** Computer Software and Application

**Prerequisites:** Basic knowledge of iChannel software

**Who Should Attend:** iChannel End Users & Power Users; IT staff, Managers, Partners

**Advanced Preparation:** None

**Program Level:** Intermediate

**Delivery Method:** Group Live

**Refunds and Cancellations:** All courses are free with your iChannel User Conference Registration. There are no course refunds, however if you cannot attend this conference, requests for refunds must be received by May 1, 2017. No refunds will be granted after May 6, 2017 (10 days before the start date).

For more information regarding a refund/cancellation or complaint policies, please contact Jennifer Farrell at [jfarrell@conarc.com](mailto:jfarrell@conarc.com) or 770-849-0508