

Guide to Customer Support

Current QuickSilver customers are served by multiple support centers and have the following methods available for accessing BroadVision's Customer Support 24/7: online, and email and telephone.

Online via www.BroadVision.com

Online support is available to all QuickSilver customers 24/7 from anywhere in the world.

- ▶ Click on **Support** at the top of the page.
- ▶ Click on the link to **Login to the Customer Support Portal**.

Note: Requests entered through the website are automatically queued into the Support system. This is the **fastest** way to get your QuickSilver request entered!

If you do not have a BroadVision Customer Support Portal login, select the **Login Request Form** link on the Customer Support Portal login page. Complete and submit the registration form to receive a customer login from BroadVision.

Email

Email support is available to all QuickSilver customers 24/7 from anywhere in the world.

At any time you can send email to support@broadvision.com. Once the email is processed, it will be routed to the appropriate support center and a Customer Support representative will open your call. You will be contacted via email once the call has been opened.

Telephone

BroadVision maintains two Customer Support centers providing telephone support to QuickSilver customers:

North American Support Center

Phone Number: 866.441.0224

Monday - Friday 9:00 am - 6:00 pm (Eastern)
excluding US national holidays

European Support Center

Phone Number: +44 (0) 207 060 0678 (French, English)
+49 (0) 89 9921 6474 (German)

Monday - Friday 9:00 am - 6:00 pm (Central European)
excluding European national holidays