



AS120548

AutoCAD Support Clinic

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Learning Objectives

- Learn how to apply advanced troubleshooting techniques in your day-to day job
- Learn about contacting Autodesk Support for further assistance, and understand all the options to do so
- Receive answers to real-world problems that may be hindering production
- Network with members of the Autodesk Support Team, and use this relationship for future support questions that arise

Description

In this class, a panel of Autodesk experts will share productivity tips and tricks, and answer audience questions about real-time challenges. If you're currently battling a problem at your office, this is the class to attend for expert advice. The class will start with a brief presentation to introduce the support organization, the speakers, and the current customer support options. Before the class, attendees will be able to submit questions online (send to shawn.niles@autodesk.com), so that the experts can research and provide dependable answers. There will also be dedicated time for attendees to ask questions that were not submitted beforehand. A computer will be set up in the class with AutoCAD 2018 software for any attendees who need to demonstrate their issue. Panel experts include members of the Technical Support, Quality Assurance, and Licensing Teams. This class is primarily a question and answer format with the majority of the questions coming from the audience in real time.

Speaker(s)

Shawn Niles is a Technical Support Manager at Autodesk based in Manchester, NH. Shawn has over 20 years' experience using AutoCAD, starting with version R12. He spent 6+ years in the support organization at Autodesk supporting all levels of AutoCAD questions, and has been managing one of the AMER based support teams since. Before joining Autodesk, Shawn worked as a CAD Manager in the industry for 10+ years, and has been with Autodesk for over 9 years.

Volker Cocco is Employed at Autodesk, Inc., as a Technical Support Specialist and AutoCAD KDE (Knowledge Domain Expert), Volker Cocco has been working with AutoCAD software since 1991. He has worked for various Autodesk Resellers since 1997 and has had extensive experience troubleshooting and supporting Autodesk products. With a background in CAD drafting and management, Volker has instructed basic to advanced AutoCAD technical classes including sessions at Autodesk User Group International (AUGI) CAD Camp and Autodesk University.

Daniel Kuhmann is a Software Quality Assurance Manager for the AutoCAD Platform Team based in San Francisco, CA, and a Professional Civil Engineer. Dan's main role is to make decisions about the features and wishes added to AutoCAD and to make assignments for who will take responsibility for testing them. Before joining Autodesk 9 years ago, Dan worked in Land Development and Surveying for large subdivisions and as a Design-Build Engineering Technician for a pavement design consulting company. He started using AutoCAD on R10 and has also used ACA, C3D, and LDD in his career.

Avto Chachava is a Senior Frontline Technical Support Specialist on Installation and Licensing team. Avto has been with Autodesk over 10 years and has over 7 years' experience supporting Autodesk software installation, licensing and network deployments. Before joining to Autodesk Avto worked as an Instructor at Seneca College of Applied Arts and Technology, Toronto, ON, Canada for 3+ years.

Introduction to Autodesk Product Support

The Autodesk Technical Support team assists customers and resellers around the world who are having trouble with Autodesk products. There are 151 specialists globally located in the US, China, Japan, France, Poland, Singapore, Germany, and the UK. These specialists work on cases that come to them through Autodesk Account, product forums, phone calls, web chat, and other sources.

The product teams also spend time writing articles for the Autodesk Knowledge Network and many contribute to blogs and present product webinars. Product specialists also work closely with the product development teams to help resolve defects in the products.

There is also a team of dedicated Premium support specialists and Support Account Managers who work solely with our Enterprise priority support accounts.

Support Programs and Options

The following support options are available to ALL customers:

Knowledgebase

www.autodesk.com/support

www.autodesk.com/autocad-support

<http://knowledge.autodesk.com/support/autocad-1t>

<https://knowledge.autodesk.com/support/autocad-for-mac>

<https://knowledge.autodesk.com/support/autocad-1t-for-mac>

Autodesk Forums

<http://forums.autodesk.com>

Help Webinars

The Autodesk Help Webinar series is designed to showcase time-saving tips and tricks that can be used to immediately increase your productivity. This live set of interactive training sessions hosted by our very own Autodesk Technical Support Specialists offers a unique look into some of the most impactful in-product features and functionality that you may not already be familiar with. These sessions are free to all attendees whether in the subscription program or not.

www.autodesk.com/help-webinars

Autodesk Knowledge Network

The Autodesk Knowledge Network is a valuable resource that contains over 1 million articles written by Autodesk employees or partners. AKN has tutorials, troubleshooting articles, videos, documentation and downloads about Autodesk products that will prove useful to you. Often times the AKN will be the quickest place to find an answer to any problems you may be having with your product.

<https://knowledge.autodesk.com>

<http://blogs.autodesk.com/bim-and-beam/2016/10/24/5-ways-the-autodesk-knowledge-network-will-change-your-life/>



Subscription customers receive all of the above, plus the below options:

Expedited support in the forums

Any forum post made by a subscription customer is automatically brought to the attention of the support team if it goes unanswered for 2 hours, or goes without an accepted answer for 8 hours. The support team will then typically respond to the customer within the forum post.

Subscription customers can choose one of the following three options when choosing to sign up for subscription support with Autodesk in order to receive additional support to what is offered above:

Advanced Support

1 to 1 phone or web support. Autodesk Advanced Support provides unlimited, priority, one-to-one, extended hour global phone support from support specialists. Advanced support also includes chat support for certain issues, as well as API Support. In addition to calling support in real time, calls can be scheduled at a time convenient to you and a support specialist will call you at that time.

<http://www.autodesk.com/support-offerings>

Enterprise Priority Support

Autodesk Enterprise Priority Support delivers proactive services with dedicated account management and technical resources to help customers more quickly realize the business benefits of Autodesk technologies. A global support team increases efficiency and quickly resolves technical issues, minimizing downtime. Customers establish a strategic relationship with Autodesk, helping shape technology directions. Enterprise support gives users 24x7 access to support specialists.

<http://www.autodesk.com/support-offerings/enterprise>

For more information about Autodesk Subscription services, go to:

<http://www.autodesk.com/subscription/overview>

A quick way to check if you have subscription support is to go to <https://accounts.autodesk.com> and log in. It will then let you know if your account is linked to an active subscription or not, and provide a link for additional information.



How to log a support case

Log into the subscription center at <https://accounts.autodesk.com> . From there follow the appropriate prompts to log the type of case that is needed.

Tips when logging cases

- 1) More information is better than less. The support specialist does not know what you know about the issue, so the more we have to begin with is most helpful.
- 2) Be as descriptive as possible. If the specialist who claims your case does not need to ask for more information, the request can be solved quicker.
- 3) Attach any files that are pertinent to the issue.
- 4) If there are steps necessary to replicate the problem, list these steps, again being as descriptive as possible.