AutoCAD Support Clinic 2020

Shawn Niles
Technical Support Manager
Class Summary

- Answer Your Questions
- Share troubleshooting tips
- Open Discussion / Audience participation
- Brief Presentation, then questions from audience
Introduction of Presenters

- Shawn Niles – Boston, MA
- Volker Cocco – Portland, OR
- Daniel Kuhmann – San Francisco, CA
- David Dembkoski, Boston, MA
About Technical Support

• 286 specialists in 10 countries
• Work closely with development/QA teams to identify and prioritize defects and wishlist items
• Contributors to blogs, AKN, webinars, and public forums
• More information in handout
Time for Q&A!!

- The remainder of the class is for your questions. Please submit and the moderator will relay the questions to the presenters.