

QMATIC CARE

No time for disruptions.

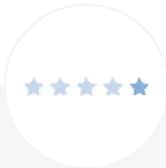


The customer journey can be complex, but at Qmatic, we keep it simple. Our enterprise software and certified hardware ensure a seamless experience at every step of the customer journey, from online booking and check-in to service delivery, feedback, and analytics.

And Qmatic Care is always there to prevent potential disruptions, optimizing your system, and ensuring nothing jeopardizes your customer experience when operating mission-critical Qmatic systems at scale.

Our dedicated and experienced support team across Europe and North America offers instant support in almost all time zones and with local representatives in all countries where Qmatic has an office.

Our support team supports over 60 000 customers worldwide in 5 languages and has an impressive track record, proven by the average Customer Support metrics below:



Customer satisfaction:
87%



First response time:
48 min
(MED)



Full resolution time:
2.5 hours



Qmatic Xtend

Qmatic Xtend provides clients easy access to install and update extensions, including user applications, language packs, widgets, and more. Each extension published on Xtend includes a brief description, release notes, and technical product documentation.



Email Support

Clients can email our technical support team to create a support ticket.



Phone Support

Clients can call our technical support team via phone using the local support number provided.



Web Support

Clients can submit an online support form at Qmatic.com at any time for support requests for review by our technical support team.

Qmatic Care Support Plans

Find the right Qmatic Care support plan for your business needs.

BASIC	STANDARD RECOMMENDED	ENTERPRISE
<ul style="list-style-type: none">✓ Email, phone, and web support Mon-Fri 8 AM - 5 PM (CET/EST)✓ Support languages: English, Dutch, Spanish, French, German✓ Target initial response time: <8 hours✓ Software updates	<ul style="list-style-type: none">✓ Email, phone and web support Mon-Fri 8 AM - 5 PM (CET/EST)✓ After-hours support✓ Support languages: English, Dutch, Spanish, French, German✓ 1-hour first response time✓ Software updates✓ Integrations support	<ul style="list-style-type: none">✓ Email, phone and web support Mon- Fri 8 AM - 5 PM (CET) Mon-Fri 7 AM - 7 PM (EST)✓ After-hours support✓ Support languages: English, Dutch, Spanish, French, German✓ 1-hour first response time✓ Software updates✓ Integrations support✓ Support reports
<p>ADD-ON SERVICES</p> <ul style="list-style-type: none">✓ Training✓ System configuration changes	<p>ADD-ON SERVICES</p> <ul style="list-style-type: none">✓ Support reports✓ Training✓ System configuration changes <p>Certified Hardware Care</p> <ul style="list-style-type: none">✓ Express Device Replacements (next-day shipping)✓ Accidental Damage Protection✓ De- and Re-installation Service	<p>ADD-ON SERVICES</p> <ul style="list-style-type: none">✓ Training✓ System configuration changes <p>Certified Hardware Care</p> <ul style="list-style-type: none">✓ Express Device Replacements (next-day shipping)✓ Accidental Damage Protection✓ De- and Re-installation Service

To learn more about how Qmatic Care can help drive value for your business, please get in touch with your local sales representative.