



## Workbooks Administrator Service



As part of a standard Workbooks.com application subscription (not included in the free edition) we provide telephone support to our customers. Telephone support is there to help customers make the most of their Workbooks deployments by answering questions and dealing with support issues.

It is intended that only 'Workbooks Administrators' can contact support and that these administrators should have sufficient knowledge of the product to manage their Workbooks deployment. Telephone support is not a replacement for having your own system administrator who is able to configure the system and support your users.

### Beyond Support

A number of our customers have asked us to take a more pro-active role in helping them make the most of their deployments. In response we have launched the Workbooks Administrator Service.

The Administrator Service extends our standard support offering, enabling customers to use the Workbooks support team for system administration tasks which would not be covered by the standard support service. Typical examples of this are:

- 1 Importing data
- 2 Adding custom fields
- 3 Writing reports
- 4 Updating/changing templates
- 5 Remote Training

In each of these cases, the Workbooks application enables our customers to perform these tasks themselves. However by subscribing to the Administrator Service, the Workbooks support team will be happy to perform these tasks for you.



### MIKE STARNES

SALES & OPERATIONS DIRECTOR,  
EST MARKETING

"The initial configuration and import of data was done for us by the Workbooks professional services team, so the system was productive as soon as we set up accounts for our staff. It was really simple."

## Levels of Service

The Workbooks administrator service enables you to subscribe to a specific level of service. The level determines the number of credits to which you are entitled during your contract and credits are redeemed against administration tasks.

The levels and the amounts of credits are defined below.

	Credits Per Year	Price
Level-1	6	£300
Level-2	12	£600
Level-3	24	£1,200
Level-4	36	£1,710
Level-5	48	£2,280
Level-6	60	£2,850

If a customer uses all their credits within the contract period, it is possible to upgrade to a higher level by paying the difference between the two bands. Credits which are unused within the contract period lapse at the end of that period.

## Using Credits

Workbooks customers can raise a request for a piece of work using our website or via email. Based on the information provided, the Workbooks Support team will outline a cost in credits and provide details of when the work can be completed.

Below is a guideline to the amount of Credits that may be required for common tasks.

Requirements	Credits Required
Add a custom field	1 credit
Add several custom fields	2 credits
Write a report	2–3 credits depending on scope
Update an existing PDF template	2–4 credits depending on scope
Produce a new PDF template	8–16 credits depends on complexity
Data import	10–20 credits or more depending on complexity

Note: These are examples and the number of credits used will vary depending on the detailed requirements.



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