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## Which Type of Support Is Right for Your Company?

Did you know that KSC sells Act! Business Care? We also provide our own support plans. What's the difference between Act! Business Care and KSC Support? Which one is the best fit for your company's support needs? Could you benefit from both? We'd love to answer these questions for you.

### Comparison of KSC Support Plans and Act! Business Care Plans:

	KSC Support Plans	Act! Business Care
<b>Act! Versions Supported</b>	All	Most recent only
<b>Act! Add-Ons Supported</b>	Yes	No
<b>Hours of Support</b>	KSC Business Hours	Expanded Business Hours
<b>Support Providers</b>	KSC's Act! Certified Consultants (US-based)	Act! Tech Support Advisors (located globally)
<b>Support Method</b>	Phone, Email	Phone, Live Chat
<b>Guaranteed Response Time</b>	0-6 Hours, Depending on plan	4 Hours ( Gold plan only)
<b>Amount of Support Included</b>	Varies by plan	Unlimited*
<b>Training Included</b>	No**	Act! Anytime Learning included with some plans
<b>Act! Upgrades Included</b>	No	Yes
<b>Act! <u>Emarketing</u> Discounts</b>	Not included	Included
<b>Act! Marketplace Discount</b>	Not included	Included with some plans
<b>Handheld Contacts Discount</b>	Not included	Included with some plans
<b>Database Maintenance</b>	Included with some plans	Not included
<b>Database Design Consultation</b>	Included with Comprehensive plan	Not included

\*Please note that no technical support is included with Act! Business Care Bronze.

\*\*Please note that KSC offers support on an ad-hoc hourly basis as well. We also offer on-site support, basic, advanced and custom training (on-site or remote) and personalized strategic advice.

[Click Here](#) for more information on KSC Support Plans.

[Click Here](#) for more information on Act! Business Care.

[Contact Us](#) with questions or to order.

## Act! Feature of the Month: Timeline (New for Act! v17)

The Timeline tab allows you to view your contact interactions at a glance, with an interactive visual timeline. It's essentially a visual history and activities tab combined into one place.



### To Use Timeline:

1. Open the contact's Detail view.
2. Click the Timeline tab.
3. You can do the following:
  - Use the From and To drop-down lists to select a date range.
  - Use the Types drop-down list to filter the interactions.
  - Use the Show Icon Only check box to toggle between showing only icons or icons and text.
  - Use the Reset Dates button to revert your date changes to the default settings.
  - Hover over an item to view its details.
  - Click an item to open it.
  - Click and drag the left or right edge of the slider bar to expand or collapse the dates that display in the timeline. The view can be expanded from day by day all the way to month by month.

## Featured Act! Add-On: Phone Number Format Fixer



This is a simple program that helps to fix the way phone numbers appear in your database. Let's say you prefer phone numbers to look like this: (847) 520-0860, but you imported a list from Excel and some of the numbers are formatted like this: 847-520-0860. You can run this utility to force all of them follow your preferred format.

Price \$25

[Contact Us](#) to purchase.

## Upcoming Events

Act! will be exhibiting at Chicago's Small Business Expo on April 9th. Stop by to speak with Kristi. Registration is free! Visit the Small Business Expo [website](#) for more information.

## Act! v17.1 Available

An update to Act! v17 was released recently. We're excited about the changes and fixes in this update including intelligent marketing, productivity enhancements and more. We highly

## Specials

There are often advertised and un-advertised specials on Act! Software, Support and Maintenance. Please [contact us](#) if you're interested in purchasing or upgrading. We're always glad to give you the best price available.

encourage all clients who have Act! v17 to discuss installation with us prior to downloading the update.