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SUPPORT TICKET SYSTEM



SUPPORT & SERVICES

Customer Support

Technical Support

Site survey

Danimex FTP site

Support Ticket System

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SUPPORT TICKET SYSTEM

Danimex Support™ would like to introduce you to, our new way of handling your support requirements.

Our interactive online support system gives the customers a faster response time, and a proper overview of their running support as well as solved tasks.

With this new system Danimex guarantees a closer dialog between supporters and customers, at the same time providing unique technical support.

[Danimex Support System](#)

[CLICK HERE >>>](#)

For DanimexSupport to ensure that the customer receives the highest level of service, we offer these new features in our system:

- Easy ticket creation
- Unique case numbers on all support request
- Complete overview of status for tickets
- Faster response time on all cases
- Easy follow up via support interface and e-mail
- Complete department interoperability
- Knowledgebase section for our resellers and partners
- "One point of contact" for the entire process
- Best qualified supporter on the case

The ticket is pointed to one of our supporters who will follow the case through all the process



HOW TO USE THE SYSTEM?

Here is a guide on how-to use the support system:

1. Go to <http://support.danimex.com>

- Register a user with your primary work e-mail | [here](#) |, or
- Send an e-mail to support@danimex.com directly from you mail client to login as a (Guest)

2. You will then receive a ticket-number by mail

- The ticket number will serve as your password for the access to you ticket(s), (until you create a user, which gives you the complete overview of the tickets posted) So we can make sure you have continued access to all of the ticket information.

3. Updates to your ticket (issue)

- Will be updated as soon as the technical officer makes any changes
- Communicating directly with you, through the STS.

4. Keep an overview of tickets, by signing-up for an account | [here](#) |

- Make sure you safeguard your ticket-number (if using guest account)

CONTACT HEADOFFICE WORLDWIDE OFFICES QUICK LINKS

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[Career opportunities](#)

Fax.: +45-7342 5615

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South Africa

[Terms and conditions](#)

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[Warranty and repair](#)

VAT#/CVR-nr. 29669015 Denmark

[CSR and core values](#)

[Sitemap](#)

CERTIFIED DISTRIBUTOR

CERTIFICATES

Danimex Communication is an award winning distributor of radio communication solutions and equipment throughout the world.

 **MOTOROLA SOLUTIONS**

VALUE ADDED DISTRIBUTOR

Business Radio
Professional and Commercial Radio
Mission Critical Radio Systems

 **INTERNATIONAL CONTRACT**

 **DNV-GL**

ISO 9001

WE SUPPORT

 **AAA**

Danimex Communication

Reg.no 29669015
Highest credit worthiness
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