

# Education, Support and Customer Success

How can we serve you better?

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AQUATIC INFORMATICS



AQUARIUS





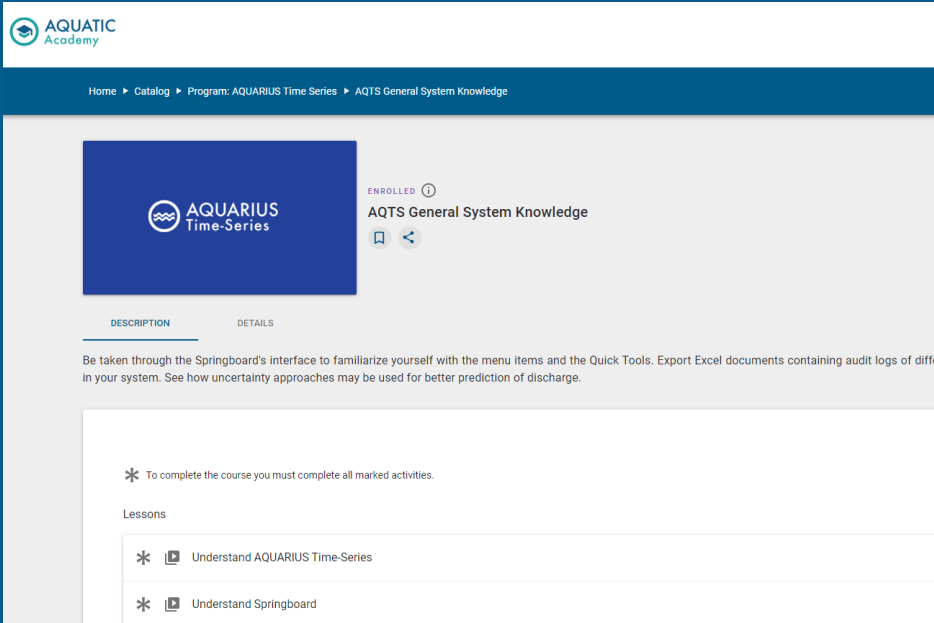
# TODAY'S AGENDA

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- Education Resources
- Account Management Yesterday
- Customer Success Management Today
- Customer Support
- Questions?



# Education Resources – Aquatic Academy



The screenshot shows the Aquatic Academy website interface. At the top left is the logo for Aquatic Academy. Below it is a breadcrumb trail: Home > Catalog > Program: AQUARIUS Time Series > AQTs General System Knowledge. The main content area features a blue header with the 'AQUARIUS Time-Series' logo and the text 'ENROLLED' with a dropdown arrow, followed by the course title 'AQTs General System Knowledge'. Below this are tabs for 'DESCRIPTION' and 'DETAILS'. The 'DESCRIPTION' tab is active, showing a paragraph: 'Be taken through the Springboard's interface to familiarize yourself with the menu items and the Quick Tools. Export Excel documents containing audit logs of different in your system. See how uncertainty approaches may be used for better prediction of discharge.' Below the description is a note: '\* To complete the course you must complete all marked activities.' Underneath is a section titled 'Lessons' containing two items: '\* Understand AQUARIUS Time-Series' and '\* Understand Springboard', each with a video icon.

Available 24/7  
Continually updated  
Self-guided content  
“Learning Library”

# Education Resources – Remote

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Delivered via Microsoft Teams:

- AQTS Hydrometric (5 x 3hr Sessions)
- AQTS Water Quality (4 x 3hr Sessions)
- AQ Samples (2 x 3hr Sessions)
- AQ Admin & Deployment (2 x 3hr Sessions)

## Education Resources – On-Premise

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- AQTS Standard Hydrometric Workflow  
(3 days)
- AQTS Water Quality (2 days)
- Aquarius Samples (1 day)
- Aquarius Administration & Deployment  
(1 day)

# AQI Account Management

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## YESTERDAY

- Called Account Managers previously
- Worked with all accounts at AQI in a geographic region

# AQI Customer Success Management

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**TODAY**

- Now called Customer Success Managers
- Dedicated CSM for all Aquarius Customers in North America
- My job is to help you achieve success with Aquarius

# AQI Customer Success Management

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- CSM liaises with other AQI departments on your behalf
- CSM Internal Meeting with Support Team regularly
- CSM reviews Customer Support tickets
- CSM is point of contact for all critical issues
- CSM meets with Product Management Team regularly to discuss needs and feedback
- CSM is point of contact for engagement with PS team



# Meet The Support Team

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Andrea Steele



Marion Abramo



Luca Tomei



Mark



Alex



Bill



Johnathan



Levi



Vandana



Christian



Robbie



Pawan



Ahmed



Marcus



Ram



Mike



Ryan



Aaron

# How To Contact Support



**Contact Support**

-  [aquaticinformatics.deskpro.com](https://aquaticinformatics.deskpro.com)
- WIMS Software Support**  
[wims\\_support@aquaticinformatics.com](mailto:wims_support@aquaticinformatics.com)
-  **Aquarius Software Support**  
[support@aquaticinformatics.com](mailto:support@aquaticinformatics.com)
-  1.877.546.5699 x 1



## The Aquatic Support Portal

From the Support Portal, you can:

- Set the priority of your request
- Set how you'd like to be contacted back
- Attach files and screen prints
- Receive follow-up notices and track solutions

## Email

When you email, a ticket is automatically created

- Describe the priority
- Each Product has a specific email:

Aquarius – [support@aquaticinformatics.com](mailto:support@aquaticinformatics.com)

WIMS – [wims\\_support@aquaticinformatics.com](mailto:wims_support@aquaticinformatics.com)

## Call

Phone support is available during business hours

- 1-877-546-5699 x 1
- Include your name, organization, and phone number, and describe the reason you're calling and the urgency. Include the ticket number if you have one.
- Voicemails create a ticket in the Support Portal

# How We Serve and Support You

## Software Troubleshooting

We can help when you get an error or you were expecting a different result

## Product Information

Are you not sure what something is or how it works? We help you understand the product.

## Provide Help

When you're stuck, need software assistance or have questions, we can help.

## Aquatic Support Portal

24 x 7 Access to downloads, Knowledge Base, submit tickets, submit Ideas & read News

## Outages

Whether you're a SaaS or on-premise customer, we can help you identify root cause of your Aquatic Informatics Outage.

## Resources

Education content, Knowledge Base articles, New Product Release Downloads, News

## Referrals

We help to escalate product defects, recommend & refer you to your CSM for Services, Training & Licences

## Live –Agent Support

Ticket, Email & Phone Support during business hours.

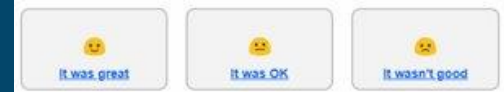
# Feedback

Your Feedback is Important.

We innovate, update and change our content and support services based on your feedback.

## Ticket Satisfaction Surveys

- You get a Satisfaction Survey after each Support request is resolved.
- Tell us what we do well & where we can improve
- We review all feedback and learn how to improve from negative reviews



## Ideas, Articles, News

- You can rate each articles – Was it helpful or not?
- Comments – tell us what worked, didn't work, and make suggestions
- Subscribe – Knowledge, Community, Downloads & News



## Product Ideas

- Add your business case and upvote Ideas you want to see implemented



## Direct Feedback to Customer Success or Support

- Your Customer Success Manager and the Support Managers are happy to meet 1:1 anytime you'd like to provide feedback on your Support experiences.



# Welcome to Your Support Portal



*Come to the Solutions Room to get set up on the portal if don't have access.*



English ▾

Contact Us



How can we help you today?

Aquatic Informatics Support



Community



Knowledgebase



News



Downloads



Contact Us



## Need Help?

Help us Help You

Here's How To Submit a Great Request that will help us help you quicker

### Describe Your Question or Issue

- Clear subject
- Priority – how is this impacting your work?
- Detailed Message
  - Steps to Reproduce the issue
  - Possible workaround (or what you have already tried)
  - Attachments, screenshots, videos or supporting files
  - Any other additional details
  - How to best contact you (email, mobile phone)

### Tell Us What Triggered the Problem

- What were you doing?
- Why were you doing it?
- What do we need to be able to reproduce the problem or investigate? (Import files, Database backup, Log files...)

### Want to know more?

<https://aquaticinformatics.deskpro.com/en/kb/articles/how-to-submit-a-great-support-ticket>



# THANKS!

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ANY QUESTIONS  
OR COMMENTS?

