

Microsoft Business SolutionsSupport Hours

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Review of the regular hours of operation for Microsoft Business Solutions support teams, including emergency support hours.

Support regular hours of operation:

Monday through Friday from 8:00 A.M. – 7:00 P.M. Central Time

Saturdays from 10:00 A.M. – 2:00 P.M. Central Time

Manufacturing Support hours are 8:00 A.M. to 5:00 P.M. Central Time, Monday through Friday.

Tools Support hours are 8:00 A.M. to 5:00 P.M. Central Time, Monday through Friday.

The Microsoft Business Solutions support department is closed on holidays, during company events and from 8:00 – 10:00 A.M. Central Time Thursdays for department meetings. Support hours affected by holidays, company events and severe weather will be published on CustomerSource.

Emergency Support

Emergency support is available during Microsoft Business Solutions support department meetings on Thursday mornings, company meetings and events, and extreme weather conditions.

Emergency support is available for Severity 1 support issues. A Severity 1 support issue involves a mission-critical operation that is halted. Mission-critical operations include system-down situations, as well as situations where an operation vital to the customer's success cannot be performed, resulting in potential threats to the financial or legal obligations of the customer. Examples of Severity 1 support situations include the inability to print an FRx report that is required to be submitted to the SEC or the failure of a critical process such as payroll check printing.

To access Emergency Technical Support:

Dial 1-800-456-0025 or 1-888-GPS-SUPP (1-888-477-7877)

Wait for a message regarding Emergency Support and instructions to leave a message.

Leave a detailed message in the support voice mailbox.

The voice mailbox is checked about every 15 minutes. If your situation is truly an emergency, a support engineer will leave the department meeting or company event and assist you. Occasionally, engineers may be calling from home (during extreme weather conditions) or from a meeting facility other than Microsoft Business Solutions, so the engineer may not have all the tools readily available to assist in solving your problem.