

# LiquidPixels Customer Support

*For Those Times When You Need a Hand*



## Business Challenge

With ever-changing technology at our fingertips, it's easy for customers to lose that "personal feeling." As a retailer, think of the last time you had a question for one of your service providers. Did you open a ticket by logging into a website or by sending e-mail? If there was a phone number, did a human actually answer?

## How This Affects You

Having options is key. So what are these options, you ask? Good question.

Some service providers don't even seem to offer any customer support. Once you sign up and receive your video tutorial, you're on your own. So how do you know the options available to you?


## What if You Could...

- Leverage industry experts when it comes to understanding the power of your technology?
- Have confidence in your customer support team and the interest they have in your business?
- Get a response from your customer support team when you need them? Every time.

## Meet the LiquidPixels Customer Support Team

LiquidPixels, as your provider of enterprise-class dynamic imaging, delivers unparalleled, exceptional customer support. Our U.S.-based team works diligently to ensure you, our retail customer, have the support and training you need when it comes to your dynamic imaging solution.

Now, we know LiquiFire Operating System (OS) is so amazing that you may never need support assistance. But in the rare instance that you do, LiquidPixels Customer Support is accessible in a number of ways.



**3 in 5** people would try a new brand or company for a better service experience.

Source: American Express Survey



## Your Options for Contacting LiquidPixels Customer Support

There are a few ways to reach LiquidPixels Customer Support:

If you have a question, feel free to reach out to us via e-mail. You can reach us at [support@LiquidPixels.com](mailto:support@LiquidPixels.com). You can add attachments to more fully illustrate the assistance you need and to CC anyone who may need to be involved. This is a special email address that will immediately create a customer support ticket at the LiquidPixels Customer Support Center. You'll receive a reply that includes your ticket number for reference.

- Log into the LiquidPixels Customer Support Portal at [support.liquidpixels.com](http://support.liquidpixels.com). From the portal you can check on the status of your account or download helpful documentation, such as the LiquiFire OS Users Guide. You can also gain access to tools you'll need for creating LiquiFire Image Chains, like the LiquidPixels Grid. If you still need assistance after perusing the tools and content, you can open a ticket right from the portal.

### What you Gain:

With LiquidPixels Customer Support, you can rest easy knowing that the optimization of your website is in good hands. You are always welcome to reach out and leverage the expertise of our dynamic imaging specialists.

### *In Case of an Emergency*

As much as we both hate to admit it, there are unplanned occasions that require immediate attention. In the case of an emergency with your LiquidPixels LiquiFire Hosted Service account or with your LiquidPixels Imaging Servers, contact us immediately at 1-866-808-4937, x251. We have infrastructure-related technical support available 24 hours a day, 7 days a week, 365 days a year. When you call, please have your URI or serial number on-hand.

### About Us

LiquidPixels leads the imaging revolution. Built on open standards, our LiquiFire Dynamic Imaging Solutions integrate into existing Web and workflow environments, enhancing product creation and visualization while reducing production costs. LiquidPixels makes its patented technology available as a hosted service or via on-site enterprise servers with solutions that may be tailored to each of our customers' unique needs. If you'd like to find out more about us, we'd love to tell you.

Contact us at [LiquidPixels.com](http://LiquidPixels.com).

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