



NEW!!! CUSTOMER CALL LOOKUP
JASON SCHNEIDER, CUSTOMER SERVICES REPRESENTATIVE
& ELISE MUSALL, DISPATCHER
SUPPORT@AGVANTAGE.COM




There is a new way for you, the customer, to view active calls that you and your company have open with AgVantage.

Simply go to our website (www.agvantage.com), click on the **Support Menu**, then select **Account Information**. Sign in after clicking on the **View Account Information** link to view your AgVantage Account Information and select the **Call Tracking Button**.

With **Call Tracking**, you have the ability to see all of your open calls in our system and view details about calls including: call number, product, abstract (a short description of what the call is about), the name of who called it in, the date the call was opened, the last time the call was updated, and the queue to which it currently resides in. There are also tools to filter the results by date and by product.

If you need more description as to what each field means, there is a **“More Info”** button at the bottom which opens a help menu/legend that defines what each value means. This should give you some useful information at your fingertips to help describe the status of your call with AgVantage and at what point in the support process it is in. You will, however, need a username and password to log in and view your Account Information and Call Tracking. If you are unsure whether you have access to this or not, please contact support at (877) 282-6353 or at support@agvantage.com.



107 WOOD LAKE DR SE
ROCHESTER MN 55904

Call List

Menu

Start Date: End Date: Product: *ALL

Call Number	Product	Call Abstract	Type	Date Opened	Last Updated	Queue
385521	CONTRACTS	Able to enter qty and unit price when rolling pp back to pp	PE	06/08/2016	2017-03-02 @ 17:07:43	SUPPORT
395060	CARDTROL	need to add the rest of the account fields to the maintain card opt	PE	10/31/2016	2017-01-17 @ 15:33:18	DEVELOPMENT
397192	EAGV REPORTS	Sales by Dept-merge doubles data when multi locations on invoice	PD	12/07/2016	2017-03-25 @ 08:00:51	TESTING
398099	ENERGY	question on fuel tax reporting	90	12/23/2016	2017-02-24 @ 13:08:32	SUPPORT
402039	CLIENT ACCESS	email re: Can't find where positive pay file went	90	02/21/2017	2017-02-23 @ 17:13:50	SUPPORT
403201	PCENERGY	Change to not download transfer customers	PE	03/09/2017	2017-03-21 @ 15:54:25	DEVELOPMENT
403458	EAGV EPAYMENTS	email re: Payflow integration upgrade information - PayPal	90	03/15/2017	2017-03-15 @ 11:12:20	NEW CALLS
403962	PCENERGY	Email: uploading, driver problem	CD	03/22/2017	2017-03-24 @ 08:05:54	NEW CALLS
404113	CI	Emial--cannot enter orders for 2 diff products	CD	03/24/2017	2017-03-24 @ 15:50:01	NEW CALLS

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[Contact AGVANTAGE SOFTWARE, INC](mailto:Support@AGVANTAGE SOFTWARE, INC)