Sample FAQ & Support Document - AcmeTech Solutions

This document contains a sample FAQ and product support guide for AcmeTech Solutions. It covers common customer questions, troubleshooting steps, billing information, and product usage guidelines.

# 1. General FAQs

## Q1: How do I create an account?

To create an account, go to https://acmetech.com/signup and fill in your details. You will receive a verification email to activate your account.

## Q2: How can I reset my password?

Click on 'Forgot Password' on the login page, enter your registered email, and follow the instructions sent to your inbox.

## Q3: How do I contact support?

You can reach our support team via email at support@acmetech.com or call us at +1-800-123-4567.

## Q4: What browsers are supported?

AcmeTech applications work best on the latest versions of Chrome, Firefox, Edge, and Safari.

## Q5: Can I access AcmeTech products on mobile?

Yes, AcmeTech offers both Android and iOS apps. You can download them from the respective app stores.

# 2. Product Support - AcmeCRM

## Q1: How do I add a new customer in AcmeCRM?

Navigate to the 'Customers' tab, click 'Add New Customer', and enter the required details.

## Q2: Can I import existing customer data?

Yes, AcmeCRM allows you to import customer data from CSV or Excel files. Go to 'Settings' → 'Data Import' to upload your file.

## Q3: How do I generate sales reports?

Go to 'Reports' → 'Sales Reports' and select the desired date range. You can export reports in PDF or Excel format.

## Q4: How do I assign tasks to team members?

In the 'Tasks' section, click 'New Task', fill in the details, and assign it to a team member.

## Q5: Does AcmeCRM integrate with email providers?

Yes, AcmeCRM integrates with Gmail, Outlook, and Yahoo. Configure integrations in 'Settings' → 'Integrations'.

# 3. Billing & Subscription

## Q1: What payment methods are accepted?

We accept credit/debit cards, PayPal, and bank transfers for enterprise customers.

## Q2: Can I switch my subscription plan?

Yes, you can upgrade or downgrade your plan anytime from the 'Billing' section in your dashboard.

## Q3: Do you offer refunds?

Refunds are available within 14 days of purchase for annual plans, subject to our refund policy.

## Q4: How do I get invoices?

Invoices are automatically generated and can be downloaded from the 'Billing' section in your account.

## Q5: Is there a free trial available?

Yes, AcmeTech offers a 14-day free trial with access to all premium features.

# 4. Troubleshooting

## Q1: Why am I unable to log in?

Ensure that your internet connection is stable. If the issue persists, reset your password. If you still face issues, contact support.

## Q2: The application is running slow. What should I do?

Clear your browser cache, update to the latest version, and check your internet connection. If the problem continues, report it to our support team.

## Q3: How can I report a bug?

You can report bugs through the 'Help' section in the application or email us at bugs@acmetech.com.

## Q4: Why am I not receiving email notifications?

Check your spam folder and ensure that notifications are enabled in your account settings.

## Q5: The mobile app keeps crashing. What should I do?

Update the app to the latest version. If it still crashes, reinstall it or contact our support team.