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DIANA SUPPORT ([support@tnodiana.com](mailto:support@tnodiana.com)) :

DIANA support is the first line helpdesk for questions from our users all over the globe. The questions come from different type of countries, cultures and users. Our staff is trained to receive, note down and prioritise the questions in our ticket system. The feedback is arranged by a first line and second line principle.

An in depth look into the world of support is given in the presentation. A technically topics ranking will be outlined. Other aspects that will be presented will be e.g. how the quality control is arranged. At last the coming differences for the future with the new version will be outlined.

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