

GSC (Global Service Center) for Post Sales Technical Support

1-800-833-8314 (phone support is 24x7)

Three ways to contact GSC:

- Phone 24X7, 1-800-833-8314
- Email AP-SMS@emerson.com
- Guardian <https://guardian.emerson.com>



Phone takes priority over email
Email may be 24 hr response

What we do:

- Post sales support for products customers already own
- MHM Technical Issues
 - Serial Number of products
 - Issues or questions
 - End user company and Contact Name
 - LBP/FSO calling on behalf-still must provide end user info

What we don't do (contact local sales):

- *Pre-sales support*
- *Data Analysis*
- *Resolve install base issues*
- *Support agreement issues*
- *PO issues*
- *Demo (timed/serial13) software support*

Escalate to Shift Manager before escalating to

Beth Mencer at 865-672-1066 or Beth.Mencer@Emerson.com

How to escalate issues?

- My issue isn't being handle the way I think it should.
- I can't get on the same page with the person I'm working with.
 - Tell them you aren't understanding them or don't think they are understanding your issue.
- Can't hear the person I'm working with.
 - Tell them and ask them to speak up.
- They are talking too fast.
 - Tell them to slow down.

If none of this works?

Call the same 800# (1-800-833-8314) you call for support and ask for a Shift Manager.

Request Hi Vis if appropriate.

At this point, your call is a High Visibility (Hi Vis) call and is being discussed weekly by the Product Engineering team and Shift Managers to help ensure we are doing everything we can to resolve your issue.