

Deltek Customer Care Telephone Routing Information by Deltek Product

July 2010

Deltek Customer Care – Telephone Routing by Deltek Product

Main Menu: Press 0 for Year-End*	Main Menu: Press 1 for Deltek Costpoint
<p>Consists of the following areas:</p> <p>Press 1 – Deltek Costpoint Year-End</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 2 – Deltek Vision Year-End</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 3 – Deltek GCS Premier Year-End</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 4 – Deltek Time Collection, Expense Solutions, or Employee Self-Service Year-End</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 5 – Deltek Advantage Year-End</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 6 – Deltek FMS Year-End</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 6 – Deltek Award Year-End</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 7 – Deltek Sema4</p>	<p>Consists of the following areas:</p> <p>Press 0 – Year-End*</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 1 – General Ledger</p> <p>Press 2 – Projects</p> <p>Press 3 – People</p> <p>Press 4 – Materials</p> <p>Press 5 – Any Other Areas</p> <p>Press 6 – Technical</p> <p>Press 7 – CRM (Formerly GovWin)</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 8 – Budgeting and Planning (Formerly eProMT)</p>

*** Note: Year-End Options (Option 0) are only available from December - February**

Main Menu: Press 2 for Deltek Vision	Main Menu: Press 3 for Deltek EPM
<p>Consists of the following products:</p> <p>Press 1 - Deltek Vision</p> <ul style="list-style-type: none"> ▪ Press 0 – Year-End* <ul style="list-style-type: none"> ○ Press 1 – Application ○ Press 2 – Technical ▪ Press 1 – Vision Conversion Care <ul style="list-style-type: none"> ○ Press 1 – Application ○ Press 2 – Technical ▪ Press 2 – Payroll ▪ Press 3 – Billing, Accounts Receivable ▪ Press 4 – Time & Expense ▪ Press 5 – All Other Accounting ▪ Press 6 – Technical ▪ Press 7 – Resource & Project Planning ▪ Press 8 – CRM or Proposals <p>Press 2 - Deltek Costpoint CRM (formerly GovWin)</p> <ul style="list-style-type: none"> ▪ Press 2 – Application ▪ Press 1 – Technical 	<p>Consists of the following products:</p> <p>Press 1 – Deltek Cobra</p> <p>Press 2 – Deltek Open Plan</p> <p>Press 3 – Deltek Cobra Web Pack</p> <p>Press 3 – Deltek WelcomHome</p> <p>Press 4 – Deltek PPM</p> <p>Press 4 – Deltek WelcomRisk</p> <p>Press 4 – Deltek WelcomPorfolio</p> <p>Press 5 – Deltek wInsight</p> <p>Press 5 – Deltek wInsight Administrator</p> <p>Press 6 – Deltek Risk+</p> <p>Press 6 – Deltek Connect</p> <p>Press 6 – Deltek C/S Glue</p> <p>Press 7 – MPM</p>

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Main Menu: Press 4 for Deltek GCS Premier	Main Menu: Press 5 for Time and Expense, DPM, and Legacy Products
<p>Consists of the following areas:</p> <p>Press 0 – Year-End*</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 1 – Accounts Payable, Payroll, Timesheets</p> <p>Press 2 – Contracts</p> <p>Press 3 – Billing, Accounts Receivable</p> <p>Press 4 – General Ledger</p> <p>Press 5 – Materials</p> <p>Press 6 – Technical</p> <p>Press 7 – Budgeting and Planning (Formerly eProMT)</p>	<p>Consists of the following products:</p> <p>Press 1 - Deltek Time Collection, Expense Solutions, or Employee Self-Service</p> <ul style="list-style-type: none"> ▪ Press 0 – Year-End* <ul style="list-style-type: none"> ○ Press 1 – Application ○ Press 2 – Technical ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 2 – Deltek Advantage</p> <ul style="list-style-type: none"> ▪ Press 0 – Year-End* <ul style="list-style-type: none"> ○ Press 1 – Application ○ Press 2 – Technical ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 3 – Deltek FMS or Deltek Award</p> <ul style="list-style-type: none"> ▪ Press 0 – Year-End* <ul style="list-style-type: none"> ○ Press 1 – Application ○ Press 2 – Technical ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 4 – Deltek Sema4</p> <p>Press 5 – Impromptu, Deltek Performance Management, Cognos8, Enterprise Planner</p> <p>Press 6 – Deltek CRM & Proposals</p>

*** Note: Year-End Options (Option 0) are only available from December - February**

Main Menu: Press 6 for Advanced Customer Care	Main Menu: Press 7 for Deltek Customer Care Connect (Support Site)
<p align="center">Main Menu: Press 8 for govWin (Formerly MySBX)</p>	
<p>Consists of the following areas:</p> <p>Press 1 – govWin CRM</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>Press 2 – Costpoint CRM (Formerly GovWin)</p> <ul style="list-style-type: none"> ▪ Press 1 – Application ▪ Press 2 – Technical <p>For all other govWin products, such as Contracts, Business Development, Supplier Management and SMB, please e-mail Help@govWin.com.</p>	

Main Menu: Press 9 for Maconomy Customer Support Services (MCSS).

For MCSS Help in

Press 1 – Denmark

Press 2 – The Netherlands

Press 3 – United Kingdom

Press 4 – United States

Press 5 – Finland

Press 6 – Norway

Press 7 – Sweden