

Tungsten Automation Software Support

Datasheet

TUNGSTEN
AUTOMATION

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Seamless, Reliable, Expert Assistance

World-Class Support

Tungsten Automation ensures optimal software performance with timely updates, expert guidance, and access to resources for customers with active subscriptions or maintenance agreements.

Comprehensive Resources

- **Knowledge Portal & Customer Community:** Instantly find solutions, FAQs, and updates.
- **Software Updates:** Access the latest features, release notes, and documentation via our portal and download site.

Efficient Assisted Support

- Easily submit support requests through our customer portal.
- Receive prompt assistance with a **2-hour response time** during regional business hours.
- Remote support provided for convenience.

Invested in Customer Success

Our team partners with customers to maintain system functionality, optimize performance, and ensure they maximize their software investment.



Tungsten Automation: Your Trusted Partner in Intelligent Workflow Automation and Digital Transformation.

	General Availability
Support for published and released Software	✓
Access to periodic version releases and software patches	✓
Notifications of version releases and software patches	✓
Access to product download	✓
Access to solutions and information in Knowledge Portal	✓
Provision of updated documentation	✓
Online access to the support portal	✓
Unlimited number of Support Requests	✓
Elevation to Product Development	✓
Access to Professional Consulting Services	✓
Training and certification availability	✓
SLA / SLO contract (optional)	✓
24x7 Support (optional)	✓

NOTE: Support is provided for Tungsten Automation Software that is covered by a valid current Support Agreement. All components of any **Tungsten Automation** Software, where support is available and offered by **Tungsten Automation**, must be included under a current Support Agreement.

Please refer to latest documentation on the [Lifecycle Policies and End of Support Dates](#).

For detailed information about a specific product please refer to: [Product Release and Sunset Schedules by Product Family](#)

Customer Resources

Tungsten Automation	Explore Tungsten Automation’s main website.	Tungsten Automation Homepage
	Review Tungsten Automation’s security and privacy standards.	Tungsten Automation Trust
	Join discussions on Kofax products and solutions.	Tungsten Automation Community
Technical Support Related	Find technical answers and product guidance.	Tungsten Automation Knowledge Base
	Create a Support Portal User to be able to create Technical Support cases.	Customer Portal Request Form
	Access support resources for Kofax products.	Customer Support Portal
	Get to know the business hours and global support vacation.	Support Holidays and Business Hours
Product Specific	Get to know how to get in contact with Tungsten Automation technical support.	Technical Support Contact Info
	Preview Tungsten Automation products via live demos.	Tungsten Automation Demo Center
	Access Tungsten Automation’s complete product documentation.	Product Documentation
	Access training materials and tutorials.	Tungsten Automation Education
	Download product updates and software packages.	Tungsten Automation Software Download
	Learn how to activate licenses for Tungsten Automation products.	Product License Activation
	View the current status of Tungsten Automation cloud services.	Cloud Status Page
	Find certified scanner for the Tungsten Automation VRS software.	Kofax Scanner Configurator Main Page
Sales/PS	Contact Tungsten Automation’s Sales-Support team for Sales, Licensing and Renewal topics.	Tungsten Automation Sales Support
	Engage Professional Service for customizations or additions.	Tungsten Automation Professional Service
Social Media	Watch Tungsten Automation’s video content on YouTube.	Tungsten Automation on YouTube
	Connect with Tungsten Automation on Facebook.	Tungsten Automation on Facebook
	Follow Tungsten Automation on LinkedIn for updates.	Tungsten Automation on LinkedIn

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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