Perforce Technical Support for Helix QAC

Global Technical Support

Case by case – Perforce Technical Support provides fast, insightful, expert answers. Our legendary support teams have received acclaim for both speed and quality of support.

This is because we believe our customers deserve the same level of support we would want to receive. It is our mission to provide knowledgeable and timely responses from experienced engineers.

FROM DAY ONE – WE'RE HERE FOR YOU

From the moment you decide to evaluate Perforce, we're here for you. Our support engineers average over 10 years of technical experience across a variety of functions and roles.

This technical expertise matters. When we discuss an issue, we talk to you as a peer – not as someone reading from support manuals or decision trees.

RESPONSES THAT MEASURE UP

At Perforce, technical support is our profession. We continuously perform at the top levels for the industry. We don't simply measure our performance by the number of issues closed. Rather, we take pride in resolving issues quickly, and with precise answers.

Perforce Technical Support

Technical Support Feature	Standard
New product updates and downloads	✔
Notifications for all new releases	✔
Custom alerts when your bugs/features are released	✔
Phone and email support during weekday business hours providing: • Advice to get the best from Helix QAC • Expertise in coding standards to resolve compliance issues Phone and email support during weekday business hours.	✔

STANDARD SUPPORT

When you purchase Helix QAC – static code analysis from Perforce – we guarantee our courtesy and professionalism for every case. We will make every effort to connect you immediately to a technical support person. You also receive international support coverage from our offices in North America, Europe, and India. Standard Support is included with your annual maintenence or subscription.

We are here to help you and your organization get the most out of Perforce. You can contact us in several ways, such as email or phone, and access our online content at any time.

We also offer a range of online services. You can:

- Access user and admin documentation.
- Report issues quickly using our Request Support form.
- Reference our Knowledge Base (KB) articles and forums, which are maintained by our technical support engineers.
- Receive email communication about Perforce releases, patches, and other announcements.

CONTACT US FOR YOUR DIRECT QUOTE TODAY

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