

Kofax Support
Detailed Contact Information

In order for us to be able to provide you with the best service possible, we strongly suggest that you submit a Case using the Kofax Customer Portal. This will ensure that your issue will be directed to the correct support team directly.

For those who are entitled to telephone support, or for customers who have already raised a Critical support Case and have their Case number, the contact numbers for Technical Support are listed below. Please note, that if you are contacting Technical Support on a new issue and choose to proceed by telephone, we will do our best to get you to the proper support engineer as quickly as possible.

Contact Process – All Regions:

Web-based Case Submission/Updates via the Kofax Customer Portal:

<http://services.kofax.com/support/account-management/>

Americas Region

Operating Hours:

Monday - Friday, 6:00 a.m. to 5:00 p.m. Pacific Time

Holidays:

[Americas 2018 holidays](#)

Telephone:

Capture, Transformation, and VRS Scanning Apps products: +1 (949) 727-1733, Option 2

Kofax Communication Server products: +1 (877) 471-7078

EMEA Region

Operating Hours:

Monday - Friday, 8:30 a.m. to 5:30 p.m. Central European Time

Holidays:

[EMEA 2018 holidays](#)

Telephone:

Assistance is provided in English, German or Spanish, and when available, in Italian, French or Arabic. All numbers route to the same dispatching system, which will prompt you to select the language and the product for which you require support.

Austria:	+43 1 86645 55033
Belgium:	+32 15 444 960
Denmark:	+45 43 23 11 55
France:	+33 1 41 38 41 30
Germany:	+49 761 45 26 92 69
Italy:	+39 02 36 00 32 48

Netherlands: +31 30 264 3030, option 3
Portugal: +351 21 041 5910
Spain Barcelona: +34 93 409 2322
Madrid: +34 915 67 1270, option 2
Switzerland: +41 44 495 8876
United Arab Emirates: +971 4 230 6890
United Kingdom: +44 125 689 1010

Asia Pacific Region

Operating Hours:

Asia Pacific Region: Monday to Friday – 8:30am to 5:30pm (local time)
Japan Region: Monday to Friday – 9:00am to 6:00pm (JST)

Holidays:

[Asia Pacific 2018 holidays](#)

Telephone:

Australia: +612 9274 0892
Japan: +81 3 5308 5633
Malaysia: +60 (0) 3 2092 0209
Singapore: +65 6622 1198
Hong Kong: +852 3071 4736
China: +86 (0) 10 80 0852 1683

Language Support in Asia

The Kofax Technical Support Team in Asia endeavors where possible to respect the response timeframes indicated above in the Customer's local language, whereby support in the Greater China Region and Japan will be provided in Chinese and Japanese, respectively.