

## ***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, Portuguese 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.