



Support
Nikki Ruehle, Jake Sullivan

A Legacy of Innovation in Utilities



arcos®

MEET YOUR SPEAKERS



Jake Sullivan
Tier 3 Support



Nikki Ruehle
Director of Technical Support



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AGENDA AND CONTENT OUTLINE



Time	Topic
3:30 – 3:35	Meeting Overview
3:35 – 3:55	ARCOS OSCAR Knowledgebase
3:55 – 4:10	ARCOS OSCAR On-line community
4:10 – 4:20	Recent Known Issues
4:20 – 4:25	Wrap Up and Dismissal

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[Announcements](#)

[OSCAR Portal User Guide](#)

[Deploy Information](#)

[SOC Reports](#)

Report on the SaaS-based resource acquisition, planning, and management solution system relevant to security, availab...

[Previous ARCOS Conference Content](#)

[Knowledge Base](#)

[ARCOS Tips & Tricks \(Legacy Publication\)](#)

This legacy publication featured new and innovative ways to optimize your usage of the ARCOS System. The articles and...

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Community Topics ▼ New post

<p>ARCOS Advanced Reporting</p> <p>This section should be utilized for discussions around ARCOS Advanced Reporting</p> <p>0 posts - 1 follower</p>	<p>ARCOS API</p> <p>This section should be utilized for discussions around ARCOS API</p> <p>1 post - 1 follower</p>	<p>ARCOS Ascend</p> <p>This section should be utilized for discussions around ARCOS Ascend</p> <p>0 posts - 1 follower</p>
<p>ARCOS Callout and Scheduling Suite</p> <p>This section should be utilized for discussions around ARCOS Callout and Scheduling Suite</p> <p>1 post - 1 follower</p>	<p>ARCOS Crew Manager</p> <p>This section should be utilized for discussions around ARCOS Crew Manager</p> <p>2 posts - 3 followers</p>	<p>ARCOS Incident Manager</p> <p>This section should be utilized for discussions around ARCOS Incident Manager</p> <p>0 posts - 1 follower</p>
<p>ARCOS Mobile Workbench/ Back office</p> <p>This section should be utilized for discussions around ARCOS Mobile Workbench</p> <p>0 posts - 1 follower</p>	<p>ARCOS Platform</p> <p>This section should be utilized for discussions around ARCOS Platform</p> <p>0 posts - 1 follower</p>	<p>ARCOS Resource Assist</p> <p>This section should be utilized for discussions around ARCOS Resource Assist</p> <p>1 post - 2 followers</p>
<p>ARCOS Resource Planner</p> <p>This section should be utilized for discussions around ARCOS Resource Planner</p> <p>0 posts - 1 follower</p>	<p>ARCOS RosterApps</p> <p>This section should be utilized for discussions around ARCOS RosterApps</p> <p>0 posts - 1 follower</p>	<p>ARCOS sSMART</p> <p>This section should be utilized for discussions around ARCOS sSMART</p> <p>1 post - 1 follower</p>
<p>RAMP-UP</p> <p>This section should be utilized for discussions around RAMP-UP</p> <p>0 posts - 1 follower</p>		



RECENT KNOWN ISSUES



Mobile +
Release notes
New features
Callout issues
Lots of questions
Requests for documentation

What else are you seeing?



QUESTIONS – CLARIFICATIONS – CONTACT - SUPPORT



Need Support or have questions about your products?

Contact ARCOS Support via the OSCAR Portal.

<https://support.arcos-inc.com>

Have a great idea you'd like to get in front of the Product team?

Create a post on the ARCOS Ideabank.

<https://feedback.arcos-inc.com>

Questions on our session today?

Support Kiosk right by the Lobby – Nikki, Jake, Jason, Paul

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Thank You for Attending!