Support Access Update
HP Exstream

As you may know, the IVR menu has changed to an Interactive Voice Menu. This change was designed to enhance your experience reaching the call center.

When calling support, via 800-633-3600, with Interactive Voice Response you will hear: "Thank you for calling HP Contract Support. This call may be monitored and recorded for quality purposes". "Our system is now voice-activated." If you know your shortcut, please say it now. <pause> To request a hardware installation you can use a shortcut to request an installation. Otherwise, feel free to interrupt me as soon as you hear the type of product you're calling about. You can say 'Printer', 'Server', 'Notebook', 'Desktop', 'Workstation', 'Storage', 'Software'. **<You will say "Software">** Okay, what is the name of the product you are calling about? **<You will say Exstream Dialogue>** For that product, I will need your service id, please say or key your 12 digit service id **<You will enter SAID>**

You will be routed to a HP Software Service Desk Administrator (SDA) who will log your request for support. An engineer will take ownership of the incident as soon as possible.

Please remember you have the opportunity to log your request via our on-line tool; SSO.

Should you experience any problems or issues, feel free to contact Valerie Moore (Americas Support Manager) at 678-446-9554 or Valerie.moore@hp.com.