PCoIP Premium Consultation
Quick Reference Guide

WHAT IS PREMIUM CONSULTATION?

Premium support provides you with a project manager for your account that understands the needs of your business and allows you to book consultation time with our trusted, certified PCoIP architects.

This is ideal when you need expert advice on PCoIP developments, deployments or diagnostic consulations.

WHAT IS PROFESSIONAL SERVICES?

In addition, if you would like Teradici PCoIP experts to develop a tailored feature or integrate PCoIP into your specialized environment, you can request a quote from our Professional Services team. We will engage the work for you to fulfill your specific requirements.

TYPICAL CONSULTATIONS TYPES

Consulations services available are:

- **Development consultation:** If you are a developer building your product using Teradici published PCoIP specifications, APIs or SDKs, we will provide you consultation sessions with our PCoIP development experts to answer your questions or help you investigate and resolve development issues using the PCoIP APIs and SDKs.

- **Design consultation:** Guidance in the choice of approach and selection of supported methods that best meet the goals of your use case.

- **Performance tuning consultation:** Guidance in the best practices around using supported SDKs and APIs to achieve better performance for you.

- **Code snippet review and consultation:** Guidance provided based on review of your code snippets for the purpose of ensuring correct use of supported SDKs and APIs

- **Problem diagnosis:** Investigative and troubleshooting advice on your development issue to determine the root cause.

HOW TO REQUEST A PREMIUM CONSULATION

Create a consultation request at help.teradici.com

- If you are new to Teradici Support, we need you to create a Customer Profile on our support portal.

- Visit **help.teradici.com** and **click on "Login"** and on the next page, **click on "Create an account"**.

- If you are having issues creating your account or profile, please visit **help.teradici.com/s/guest-user-case-creation**

Upon receiving your request, we will assign a dedicated PCoIP expert who will schedule and confirm an appointment with you. The consultation time scheduled will count toward the Premium Support hours you have purchased.

GETTING THE MOST OUT OF PREMIUM CONSULTATION

Your assigned PCoIP architect will keep you abreast of PCoIP developments. They will:

- **Provide recommendations** and ongoing status all your requested investigations.
- **Summarize Remaining consultation hours** on your current contract.

FOR MORE INFORMATION
Go to help.teradici.com