
Subject: Re: PV_WAVE HELP helps
Posted by [plutchak](#) on Tue, 25 Jun 1991 17:45:03 GMT
[View Forum Message](#) <> [Reply to Message](#)

In article <1991Jun21.213057.9204@eagle.lerc.nasa.gov> uvince@ariel.lerc.nasa.gov writes:
> Yesterday I posted a message to this group which expressed my displeasure with
> the attention I was not getting from the Precision Visuals HELP service on
> some WAVE problems I had reported to them. I now have their attention
> in spades.
> ...I think it is only fair that I
> now thank them for their swift and effective help over the past 24 hours. Now
> keep it going PV!

One should also keep in mind that it took a world-wide broadcast of your displeasure, in a forum chock-full of current and potential Precision Visuals customers, to get their attention. What happens to customers who don't have access to this forum, or who don't have the time to read news? Unfortunately, this scenario seems to be the emerging standard for customer support.

--
Joel Plutchak, Research Programmer/Analyst
Brown University Planetary Geology
Unix: plutchak@porter.geo.brown.edu
VMS: plutchak@pggipl.geo.brown.edu -or- PGGIPL::PLUTCHAK (VMS: Just say NO!)

Subject: Re: PV_WAVE HELP helps
Posted by [rfinch](#) on Thu, 27 Jun 1991 17:04:41 GMT
[View Forum Message](#) <> [Reply to Message](#)

In article <79332@brunix.UUCP>, plutchak@pilsner.geo.brown.edu (Joel Plutchak) writes:
...
> One should also keep in mind that it took a world-wide broadcast of
> your displeasure, in a forum chock-full of current and potential Precision
> Visuals customers, to get their attention.

Well, if that's the only way to get their attention, then I'll use it.

We bought 4 copies of PV-Wave over about a 2-year period. We are supposed to have 1 copy be unlimited use from 1 machine, the other 3 floating licenses, max 3 users but from any machine.

First problem: We have never got the above to work. The best we've been able to achieve is 3 floating licenses.

Second problem: PVI cannot seem to straighten out their internal records. After 1 year they still think we have just 2 copies, and always mix up the soft key numbers.

Third problem, and my real gripe: THE HELP PEOPLE ARE OFTEN IN SOME MEETING AND *NOBODY* IS AVAILABLE TO ANSWER QUESTIONS! Such as, "I installed the tape you sent me yesterday to fix the license problem, it doesn't work and now PV-Wave is broken and users are waiting while you guys have your meetings." This has happened numbers of times before. Don't these managerial bonzos think about the *customer* when they schedule meetings?

--

Ralph Finch 916-445-0088

rfinch@water.ca.gov ...ucbvax!ucdavis!caldwr!rfinch

Any opinions expressed are my own; they do not represent the DWR
