

Frequently Asked Questions

QUESTION What is the Symantec Product Advisor?	ANSWER Symantec Product Advisor is an online tool that helps you correctly configure and price a range of products and solutions to meet your customers' business needs. It provides an easy-to-use guided selling experience to assist with the selection, configuration and pricing of a range of Symantec products targeted to the Small and Medium business segments.
QUESTION What is the Symantec BE Configurator?	ANSWER The Symantec BE Configurator helps you to correctly configure Symantec Backup Exec solutions for your customers and replaces the previous BE Configurator tools available to partners.
QUESTION Why is the Product Advisor useful for my business?	ANSWER Product Advisor offers an easy-to-use guided selling experience for a range of Symantec products. It helps you offer your customers a broader range of products without needing to acquire in-depth product knowledge.
QUESTION What information does the Product Advisor provide?	ANSWER The results provided by the Product Advisor are: <ul style="list-style-type: none">• Recommended product configuration based on the indicated business need• MSRP pricing based on Express pricing• Product SKUs for the recommended products
QUESTION Can I search for SKUs in the Product Advisor?	ANSWER SKU search is not available in the Product Advisor and BE Configurator at this time. The current SKU Generator will continue to be available to help you search for SKUs for the products included in the tool.
QUESTION Does the Product Advisor provide product information that I can share with my customers?	ANSWER Yes. When the Product Advisor provides the suggested product solution, additional product information is available by clicking on each product name. Key features and benefits for each product are provided, along with the product's system requirements and other information such as reviewer awards.
QUESTION Do I need a login to use the Product Advisor?	ANSWER No. You can access the Product Advisor directly from PartnerNet or from www.symantec.com/partners .

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QUESTION Which products are included in the Product Advisor?	ANSWER Product Advisor includes a range of key products that meet the needs of SMB customers including: <ul style="list-style-type: none">• Symantec™ Endpoint Protection• Symantec Online Storage for Backup Exec™• Veritas NetBackup™• Veritas Storage Foundation™• Symantec pcAnywhere™• Symantec Brightmail AntiSpam™• Norton Ghost™
QUESTION Is the Product Advisor available in all regions and languages?	ANSWER At this time the Product Advisor is available for use in North America only. It will progressively be made available to other regions and languages.
QUESTION What pricing does the Product Advisor provide?	ANSWER Product Advisor provides Symantec Express pricing at MSRP for all solutions.
QUESTION Can I save or export the results from the Product Advisor?	ANSWER Yes. You can export results to Excel or email them within your organization or to your customer.
QUESTION Where is more information about Product Advisor available?	ANSWER More information regarding Product Advisor is available from PartnerNet at https://partnernet.symantec.com/Partnercontent/Tools/Advisor.jsp or the partner section of Symantec's website at http://symantec.com/partners/smb_resources/products/advisor.jsp . For product and pricing queries, please call the Inside Sales Hotline at 1-888-780-7962 or email Reseller Sales Support at cis@symantec.com . For general Partner Program queries, please email partnerus@symantec.com . More useful contact information for SMB partners is available from the partner section of Symantec's website at http://www.symantec.com/partners/smb_resources/contact.jsp .