

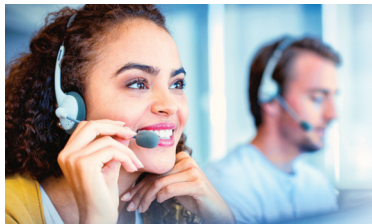
Support Service Levels



CLOUD SUPPORT		ON PREMISE SUPPORT
STANDARD	PREMIUM	STANDARD

<p>Level 1</p> <ul style="list-style-type: none"> Usage Information Basic Troubleshooting Functional Assistance 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Level 2</p> <ul style="list-style-type: none"> Installation & Configuration IT Administration Advanced Troubleshooting Issues Diagnostic & Reproduction 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>Level 3</p> <ul style="list-style-type: none"> Investigation of Software Issues referred from Level 2 Cumulative patches and/or Update Releases One-off Patches for P1 issues (if required) Workaround & Procedures 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Updates</p> <ul style="list-style-type: none"> Software Updates New Releases 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Support Portal</p> <ul style="list-style-type: none"> Portal Access 24/7 Support 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Telephone Support</p> <ul style="list-style-type: none"> Telephone Support (Monday-Friday, 9am-5pm local time) 	<input type="checkbox"/>	<input checked="" type="checkbox"/> <small>(P1 & P2 issues only)</small>	<input type="checkbox"/>
<p>Access to Tutorials</p> <ul style="list-style-type: none"> Access to "How To" documentation & Tutorial/Explainer Videos 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Support Service Levels



Intuitive Knowledge Management Solution



Premium Cloud Support

Expected Response Times

- Within 1 hour for issues classified as Priority 1 (P1)
- Within 4 hours for issues classified as Priority 2 (P2) (during Service Scope hours)
- Within 48 hours for issues classified as Priority 3 (P3) or Priority 4 (P4)

Expected Resolution Times

- Within 4 hours for Priority 1 (P1)
- Within 24 hours for Priority 2 (P2)
- Future Software Release for Priority 3 (P3)

NOTE: PREMIUM SUPPORT IS AVAILABLE FOR AN ADDITIONAL FEE, PLEASE DISCUSS WITH YOUR ACCOUNT MANAGER

Ticket Priority Levels

Priority 1 (P1)	Blocker	Priority 1 (P1) = Total disruption of service for majority of staff. Staff are unable to access the software or are unable to perform significant business operations.
Priority 2 (P2)	Medium	Priority 2 (P2) = Partial system outage effecting portion of the application and staff group. Moderately affecting functionality.
Priority 3 (P3)	Low	Priority 3 (P3) = Unable to perform common business operation. Standard usage issue such that user functionality is somewhat disrupted, or a workaround is present.
Priority 4 (P4)	Nil	Priority 4 (P4) = System advice or enquiry. Low level issue or question related to issue or functionality not causing operational issue.

KnowledgeIQ
A solution by Knosys

Support

KnowledgeIQ customers can raise a support ticket by emailing support@knosys.it or by logging the request via the KnowledgeIQ Self Service Portal, <https://help.knoiQ.co/> where all tickets and responses can be managed.

Information

For more information about KnowledgeIQ please contact your Account Manager.