

A dimly lit office scene with three people. A woman in a yellow sweater is seated at a desk, typing on a laptop. Two other people, a woman and a man, are standing behind her, looking at the laptop screen. A desk lamp is on the left, and a coffee cup is on the desk. The background shows a window with a plant and a glass partition.

Introduction to Skedulo Support

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Overview

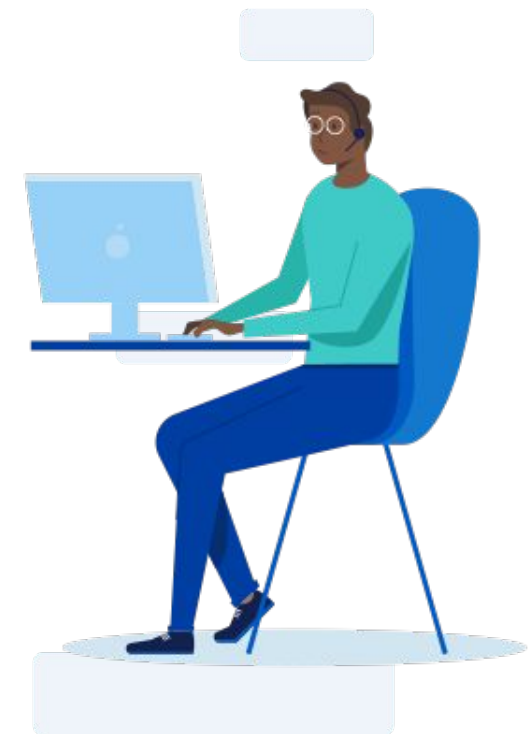
At Skedulo, your success is our top priority.

We include product support with every license purchase. This includes 24/7 access to our online dedicated Technical Support Portal (support.skedulo.com), where you can submit tickets and search our ever-growing knowledge base for easy access to the answers you need. You can also download resources and training guides and watch online video tutorials.

If your technical support needs exceed regular business hours in your home country, or you require SLA's above our Standard SLA's, then premium support plans are available. Premium Support plans provide enhanced response times, extended support team coverage hours and advanced Service Level Agreement tracking and reporting.

With the purchase of a Gold or Platinum Premium Support Plan, customers gain access to extended support hours, a named support team member (in your country's time zone), SLA reporting and a designated critical support phone line for Priority 1 (Critical) issues among other benefits.

[See our Support Portal here](#)



Incident Severity

In the event of an incident, Skedulo Support will identify the severity and priority of the issue based on the categories below:

P1 Critical

- The Skedulo application is fully unavailable, or there is a critical Skedulo application fault preventing operation of a core module or functional area of the Skedulo application.
- No workaround is available for the disruption.

P2 High

- A part of the Skedulo application is unavailable, or there is a Skedulo application fault preventing operation of a significant function of the Skedulo application.

P3 Normal

- Part of the Skedulo application is degraded, causing impact to functionality and/or business process.
- A workaround may be available.

P4 Low

- Issue causing a partial or non-critical loss of functionality.
- Impact is primarily cosmetic (e.g. spelling mistakes, layout issues, questions).

PRODUCT IMPACT

USER IMPACT

- Affects all or multiple users and prevents the continuation of business processes.

- The issue affects two or more users and has a significant impact on business process.

- Only affecting a small number of users or a single user.

- A single user or small number of users are affected.
- The users are able to work around the issue and continue the business process.

Technical Support Plans

	Standard	Gold
24/7 Support Portal access	✓	✓
Business Hours Support coverage	✓	✓
Access to Skedulo online Knowledge base & Help Centre	✓	✓
Extended Support hours coverage	✗	✓
Enhanced contracted SLAs (Response and Resolution time)	✗	✓
Named Skedulo representative	✗	✓

Technical Support Plans

	Standard <i>Included in License</i>	Gold <i>Premium Paid Option*</i>
	Local business hours only	3 hours before and after normal business hours (9am-5pm), 5 days/week
SLA LEVEL	Critical Response: 4 business hours Resolution: Dependent on complexity	Response: 1 business hour Restoration: 4 hours Resolution: Dependent on complexity
	High Response: 6 business hours Resolution: Dependent on complexity	Response: 6 business hours Resolution: 5 days
	Normal Response: ASAP within business hours Resolution: Scheduled release	Response: 8 business hours Resolution: Scheduled release
	Low Response: As prioritized Resolution: Scheduled release	Response: 12 business hours Resolution: Scheduled release

* All resolution times are contingent upon Skedulo having admin access to the relevant environment and testing environments to enable timely troubleshooting and replication. See appendix for more details.

Platinum Support

	Platinum		Platinum <i>Premium Paid Option*</i>
24/7 Support Portal access	✓		24 hours, 5 days a week + weekend after hours critical incident support
Business Hours Support coverage	✓		
Access to Skedulo online Knowledge base & Help Centre	✓		
Extended Support hours coverage	✓		
Enhanced contracted SLAs (Response and Resolution time)	✓		
Named Skedulo representative	✓		
24/7 Critical Incident Phone Support	✓		
		SLA LEVEL	
		Critical	Response: 30 mins Restoration: 2 hours Resolution: Dependent on complexity
		High	Response: 2 hours Resolution: 2 days
		Normal	Response: 6 hours Resolution: Scheduled release
		Low	Response: 8 hours Resolution: Scheduled release

* All resolution times are contingent upon Skedulo having admin access to the relevant environment and testing environments to enable timely troubleshooting and replication. See appendix for more details.



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Notes

Further details about the Premium Support plans

Skedulo Support Plans provide support for defects ie. instances where the Skedulo application does not perform as expected or produces incorrect results.

These plans cover Skedulo-related support and exclude Salesforce, AWS, Nexmo, Twilio, SMSGlobal, Auth0, Servicenow unplanned outages which Skedulo has no control over.

All Support Tickets must be logged in Skedulo portal.

All Premium Technical Support plans come with a dedicated support agreement outlining all of the benefits and extras included.

Restoration of customer issues is to enable work to continue for end users, and separate timelines may apply for permanent fixes (if work-around is utilised for initial resolution/restoration).