



Assistance Package

Add the experience of CKSource developers to your project



Range of service

The Assistance Package gives you direct access to CKSource developers for 2, 5 or 10 days.



Service features

- Continuous hands-on assistance.
- Direct communication channel.
- Response time synced to your project needs.
- Unlimited support range.



Result of service

- A process or function within the software is explained.
- A workaround is developed.
- Help with configuration or setup is provided so a problem can be rectified within a short time.
- A product defect (bug) is identified and ultimately fixed with a patch or upgrade.
- An enhancement request is logged.



Stages of service

- Customer sends an e-mail to dedicated mailbox with data regarding CKSource products, system configuration, issues, description of necessary changes, etc.
- Customer receives either a solution or next steps necessary to solve the problem.
- Continuation of assistance involves the CKSource team assigning the issue to a qualified staff member for deeper analysis.
- Resolution is provided.
- Once CKSource has determined that a workaround or permanent solution has been developed, the case status is set to "Closed".
- If the client deems the solution unsatisfactory, the case can be "Reopened" by contacting the CKSource support team.