



Service Level Agreement **SLA**

Custom level of support through our high priority channel



Range of service

Service Level Agreements extend technical support by offering priority and timely assistance through a dedicated support channel.



Service features

- Separate support channel.
- Severity levels adjusted to your needs.
- Guaranteed response time.
- Feedback on major problems.



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 SLA mailbox.
- The case is assigned a severity level: Critical/High/Medium/Low.
- A CKSource SLA Support Representative is assigned.
- The issue is reproduced and evaluated following severity level guidelines.
- 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.