

AgilQuest Technical Support Service Offerings



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AQ19US-0407

1. Support Offerings

AgilQuest offers a comprehensive and efficient way to help you fully leverage the capacities of your software. We have a team of highly trained and experienced support engineers to resolve any technical issue with your AgilQuest software. Flexible support service plans address the particular needs of your business, whether large or small. Each service plan is designed to provide you with the technical support you require to keep your systems running at maximum productivity.

▪ Tiered Levels of Support to Meet Your Needs

AgilQuest understands that support needs and requirements vary by organization. We have three levels of service plans to ensure that the support you receive matches your need.

▪ Feature Comparison by Level of Service

	Bronze	Silver	Gold
Access to New Product Version	N/A	N/A	Yes
# of Requests	Unlimited	Unlimited	Unlimited
# of Authorized Person	2	5	10
Phone Support 1-888-745-7455	“9x5 Support” – Phone access to the AgilQuest Support Center Monday through Friday, 9:00 AM to 6:00 PM EST excluding AgilQuest’s posted holidays	“24x5 Support” – Phone access to the AgilQuest Support Center Monday through Friday, 24 EST hours a day, excluding AgilQuest’s posted holidays	“24x7 Support” – Phone access to the AgilQuest Support Center 24 hours a day, excluding AgilQuest’s posted holidays
Email Support support@agilquest.com	Email support available during contracted hours; submission of technical support cases 24x7	Email support available during contracted hours; submission of technical support cases 24x7	Email support available during contracted hours; submission of technical support cases 24x7

NOTE: Subject to the terms and conditions set forth in your Technical Support Agreement.

2. Case Handling

At AgilQuest, we understand that responding to your queries in a timely fashion is critical to your satisfaction.

The following table displays the response and resolution goals that we strive to achieve whenever you report an incident to us:

	Severity Level 1 (Critical)	Severity Level 2 (Significant)	Severity Level 3 (Normal)
Response Time	1 Business hour	4 Business hours	1 Business day
Initial Resolution Time	All commercially reasonable efforts until resolution is reached	30 Business days	45 business days
Final Resolution Time	Next product or service pack release	Future product or service pack release	Future product or service pack release

The following table defines problem response and resolution times.

Response Time	<p>This is the elapsed time from when we receive your request and assign you a case number until you receive an initial response from a member of our technical support engineering staff.</p> <p>If you have an applicable 24x7 service plan Severity 1 response goal is measured in clock hours (not business hours.)</p>
Initial Resolution Time	<p>This is the elapsed time from when we receive your fully documented problem report (including any required logs, diagnostic outputs, reproducible test cases and other supporting data) until the time we:</p> <ul style="list-style-type: none"> • Provide a workaround or fix to resolve the problem (Severity 1 cases) • Provide a workaround or fix to resolve the problem, or definitively identify root case and log problem for fixing a future release (Severity 2 and 3 cases).
Final Resolution Time	<p>This is the elapsed time from when we receive your fully documented problem report (including any required logs, diagnostic outputs, reproducible test cases and other supporting data) until the time we provide a permanent resolution to the problem, via a product or service pack release</p>

The following table defines the three levels of severity for reported incidents.

Severity 1 (Critical)	Any of the following: <ul style="list-style-type: none"> • A complete or substantial loss of service when using a Production System, • Real or perceived data loss or data corruption making an essential part of the Production System unusable, • The inability to use a mission critical application within a Production System
Severity 2 (Significant)	Any of the following: <ul style="list-style-type: none"> • The functionality of the software is adversely affected, but can be circumvented, • Certain functions within the software are disabled, but the Software remains operable, • A complete or substantial loss of service when using a Development System
Severity 3 (Normal)	No loss of service and no significant effect on the usability of the software. This severity level is typically used for questions, comments and enhancement requests.

3. Additional Services for Gold Level

The following services are available with gold level service at additional cost to address your specific business' needs:

24x7 Help Desk	Choose this service if you prefer to outsource your internal help desk. One of our Workplace Specialists will provide standard end-user support on how to use the system or even act as a concierge to make reservations. This service ensures your access to a knowledgeable and trained professional who is able to offer quick and accurate solutions to your problems.
24x7 Managed Environment	Choose this service if you prefer us to manage software upgrades and maintenance to your system. Our 24x7 managed environment(s) allows you to focus on your core business and not worry about system uptime or scheduled maintenance releases. With this add-on, one of our professionals will constantly monitor the environment plan for upgrades and work with you to ensure your system is leveraged to its fullest potential.
Designated Support Engineer	Choose this service if you want access to a designated technical support engineer with thorough knowledge of the unique customization and configuration of your OnBoard software. Enjoy the best support possible with this specialist who understands your business objectives and is trained to respond to you in a professional and timely manner.
Dedicated Support Engineer	Choose this service if you want access to a dedicated technical support engineer who services your organization exclusively. This dedicated specialist has thorough knowledge of the unique customization and configuration of your OnBoard software, understands your business objectives, and is able to work with you on-site.
Holiday Support	Choose this service if you need to phone a technical support engineer between 9:00 AM to 6:00 PM EST during any of the designated holidays as defined and published by AgilQuest.
Weekend Support	Choose this service if you need to phone a technical support engineer on Saturday and/or Sunday 9:00 AM to 6:00 PM EST.