



# Fresa Technologies

Neutral IT Solution Provider

## Disclaimer

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decision. The development, release, and timing of any features or functionality described for Fresa Technologies products remains at the sole discretion of Fresa Technologies.

# SUPPORT POLICY

At Fresa Technologies, we believe that first class support is the key to our success. The purpose of this Support Policy is to make clear to our valued customer what our support covers, how to obtain it, and what we expect of you in return. Our aim is to ensure that any support issue is resolved quickly, and to the best of our ability, while continually seeking to improve the overall quality of our service.

## Methods of Support

As a standard, we provide the following methods of support which we expect you to familiarize yourself with:

**Email:** Existing users of the Online Helpdesk can also submit new tickets directly by email (without logging in to the helpdesk) so long as the senders email address (the "From" address) is the same as you have provided to the Helpdesk during registration.

**Live Chat:** Live Chat provides the ability for you to "talk" directly (via messenger style text) to a member of our team. This should only be used for quick or simple queries, and often you will be referred to the helpdesk to submit a ticket regarding your issue (especially if it cannot be resolved in a very short space of time).

**Support Knowledge Base:** More than just an FAQ, Our Support Knowledge Base aims to help you answer any questions quickly and easily by yourself by providing a comprehensive resource of articles and advice relating to all aspects of our services.

**Online Tutorials and Guides:** Our collection of user-guides and online tutorial "videos" help provide a better understanding of our software products and services.

**Phone:** As standard, we do NOT provide telephone support. Issues related to Billing and Sales are the ONLY exception to this unless you have otherwise agreed this in advance with Fresa Technologies. Customers phoning Fresa Technologies for any issues relating to Support will be kindly asked to submit a ticket at the online helpdesk.

## Support Hours and Response Times

Support (via Email or through the support facility accessible from your account) is provided 24 hours a day, 365 days a year. While the majority of tickets are responded to within 1 day (normally sooner) we do ask that you correctly prioritize your ticket by choosing an appropriate priority number corresponding with the urgency of your request. For example, do NOT submit an urgent "TOP Priority" ticket for a "how do I.." question. TOP Priority tickets should ONLY be used for situations of a critical nature such as a "server not accessible" ticket. We aim to fully resolve all tickets within a 1 day, with a greater priority given to certain tickets based on their immediacy. Live Chat is generally only available during office hours, and due to the nature of support requests via Live Chat (i.e.: very simply questions etc) we would hope to resolve any issues immediately.

## Services Not Covered by Standard Support

While we will always try and provide support on most subjects where we have the expertise, our official support is only provided in relation to the products and services supplied to you. It does not extend to services including (but not limited to) custom programming, or configuring, fixing or installing scripts or third party EDI software. We are of course happy to provide quotes for any type of development and consultancy work, should you need more assistance with something not covered by our standard support policy.