



Customer Care

Service level agreement guide

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Our vision

We strive to deliver fast, high-quality, and professional support to all of our customers. With a customer-first approach at our core, we aim not only to solve problems but also to create exceptional service experiences proactively.

Our values

*We are **BOLD**.*

(adjective ; Ability to take risks; confident and courageous)

We're here to shake up one of the most competitive markets on earth. We refuse to follow—because we're here to lead. Being bold means thinking big and different, acting fast and sharp. This is how we win.

*Use AI, **ALWAYS!***

(adverb ; At all times : invariably)

AI isn't a buzzword—it's our blueprint. Every move we make and every solution we build starts with AI at the core. Across functions, we rely on AI and integrate it into our daily workflows, decisions, and products.

*CEO Mode: **ACTIVATED***

(verb ; To make [something] reactive or more reactive)

Each one of us is a mini CEO. We never accept the status quo — "That's just how it's always been" isn't good enough. When something needs attention, we don't pass it off—we tackle it. We lead by example and drive the change we seek.

***PROFESSIONALISM** really matters. Only do things that make you proud of your craft.*

(adjective ; feeling satisfaction resulting of achievements)

Whatever we do—from coding through customer calls, or simply preparing slides for a meeting—we produce work that we're proud of. "Done" means we've owned it and solved it effectively.

*Customers **EAT FIRST***

(noun ; Come in first place; before another in importance)

On an hourly basis we make decisions that impact our customers—whether prioritizing bugs, scheduling implementation sessions, or responding to client emails. Always make the customer your top priority.

***ENJOY** the Ride*

(verb ; To take pleasure or satisfaction in [something])

We believe in enjoying the ride, not just chasing the finish line. Teams accomplish great things when they work hard and have fun along the way. We bring energy and enthusiasm to every interaction, making the journey as rewarding as the end goal.

*The product is your **SIGNATURE***

(adjective ; Ability to take risks; confident and courageous)

We make a product that people love—so when we say, "I work at SysAid," we hear a genuine "Wow!" Our commitment to the product's success unites us all.

Serving you globally, supporting you locally



SysAid's Global Customer Care Department operates across multiple strategic locations - Romania, Israel, and Canada, to ensure seamless, continuous support for our clients around the world, 24/7.

Run Test



Support agreement levels

	Bronze	Silver	Gold	Gold VIP
Community Membership	✓	✓	✓	✓
Hot Fixes & Upgrades	✓	✓	✓	✓
Access to KB Articles	✓	✓	✓	✓
Self-Service Portal	✓	✓	✓	✓
SysAid Copilot (Email + Chat)	✓	✓	✓	✓
Direct Email Support		✓	✓	✓
Live Chat Support		✓	✓	✓
Callback Option			✓	✓
Panic Alert Button			✓	✓
WhatsApp Support				✓
Dedicated Senior Engineers				✓

	Bronze	Silver	Gold	Gold VIP
Support Hours	24/6	24/6	24/6	24/7 <small>For P1 Issues</small>
Response Time on <u>Priority 1</u> Incidents	Within 3 hours	Within 2 hours	Within 1 hour	Within 30 minutes
Response Time on <u>Priority 2</u> Incidents	Within 5 hours	Within 4 hours	Within 2 hours	Within 1 hour
Response Time on <u>Priority 3</u> Incidents	Within 7 hours	Within 5 hours	Within 3 hours	Within 2 hours
Response Time on <u>Requests</u>	Within 8 hours	Within 6 hours	Within 4 hours	Within 3 hours

Service commitments overview



Response time

is counted as the time between when a service request has been created and when a person responds. Our commitment refers to 95% of all tickets.



Resolution time

is counted as the amount of time between when a service request is created and when we receive a resolution confirmation. Our commitment refers to 95% of all tickets, unless identified as a bug/known issue.

**Hotfixes and upgrades**

Cloud customers receive automatic updates at least once a week and hot fixes as needed. On-premises customers receive 2-3 upgrades yearly.

**Dedicated Senior Engineers**

are available only for tickets that are being escalated to Tier 2 and for Enterprise Customers.

Ticket priority definitions**Priority 1**

A critical functionality is inaccessible or causes a complete network interruption, resulting in a severe impact on service availability. Examples include: Unable to open/Edit Service Records, Email Integration not working.

Priority 2

A significant functionality that is degraded, unusable, or interrupted, resulting in a substantial impact on service availability. Examples include: Slowness while working in the system.

Priority 3

A minor functionality that is not working as expected. Examples include: Reporting not returning the correct results.

Request

A how-to question or a request that does not require technical troubleshooting

Contact information



SysAid Community

Get assistance and share knowledge with other customers such as yourself:
<https://community.sysaid.com>



Direct email support

Send us a direct email, and our team will get back to you as soon as possible (Silver SLA and above): Helpdesk@sysaid.com



Panic alert button

Do you have a critical issue that requires all hands on deck from our team? Gold SLA and above can email panic@sysaid.com, which will trigger dedicated alerts for our team, and your issue will be handled with utmost urgency.



Self-service portal

Within the SysAid SSP, you can find answers using the Knowledge Hub, check Cloud Uptime Status, chat with SysAid Copilot or Live with a Customer Care Agent (Silver SLA and above), open a Support Ticket, and more: <https://helpdesk.sysaid.com/servicePortal>



Callback option

Opened a ticket, but prefer to talk to us at a different hour? Simply book a time with an agent at a time that is more convenient for you (Gold SLA and above): <https://supportcallback.youcanbook.me/>



WhatsApp support

Not near your laptop but require assistance? Send us a WhatsApp message and we will reply at the speed of light! (Gold VIP only) - +1 (646) 432-0755

Bugs prioritization

- 1 If you reported an issue and it was confirmed as a bug, we would categorize it based on different levels of Priority and Severity. Priority is the business urgency of the impacted customers from this bug, while the Severity is the technical urgency of the issue.
- 2 We categorize it based on four different levels: **Critical, High, Medium, and Low**. Our team also assesses the Severity and Priority levels twice a week to ensure they meet our standards, and Customer Success Managers can escalate urgent bugs for their customers.
- 3 Our team will automatically update you once our Development team starts actively working on it, once it's deployed to our QA environment, and once it's released to all customers.
- 4 After the bug is resolved, we will document it in our release notes and investigate the root cause with our internal teams.

Recommend SR Assignment

Suggests the best administrator to assign a ticket based on current workload, ticket history, and expertise.

ticket_title ticket_description ticket_category

consider_category_match min_similarity

Recommend SR Assignment [Close]

SysAid Chat Agent
Hi Paul!
How can I support you today?

Paul IT Agent
I'd like to build an agent who recommends ticket assignments. It should use both text similarity analysis and workload balancing to determine the most suitable assignee. Results include rating 1-5 stars.

Service uptime SLA

Service availability commitment

We will use our commercially reasonable efforts to make Application Services available to you **at least 99.5% of the time** (annually), exclusive of Scheduled Downtime.

Scheduled maintenance

In most cases, maintenance has limited or no impact on the availability and functionality of the application services.

Unless otherwise arranged, these are our standard maintenance windows for customer Production and Sandbox environments:

Every Sunday, 7:00 AM - 12:00 PM GMT

SysAid cloud statistics

Our SysAid Cloud status and uptime are always available and can be found here:

status.sysaid.com

Emergency maintenance

We may perform unscheduled emergency maintenance at any time. If we expect unscheduled emergency maintenance to affect the availability or functionality of the Application Services negatively, we will use reasonably professional efforts to provide advance notice.