Cayosoft®

Cayosoft Support Guide

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Building an Effective Support Relationship

To get the most from any support service both the customer and support representative must communicate and work together effectively. Our representatives have a deep understanding of the Cayosoft software portfolio and will do their best to ensure mutual success.

The purpose of this support guide is to help make the interaction between customer and support is as successful as possible. Cayosoft strives to ensure your success by delivering world-class support and service.

Best Practices

Pre-deployment Planning - Before deploying Cayosoft products, it is beneficial to review technical and training documentation. We also recommend that you carefully define your project plans and include adequate test time and a "crisis" plan to ensure your administrators know how to contact all vendors involved.

Assign Appropriate Resources - Individuals assigned to deploy Cayosoft products should be experienced in the installation, configuration, and maintenance of the Windows Server on which the products are installed. Ideally, two administrators should be assigned, one as primary and another as a backup to the primary.

Utilize Self-Help Resources - Organizations can take full advantage of Cayosoft training videos and documentation available on the Web. From our support resources page, you can find links to technical documentation and Knowledge Base solutions, discuss issues with other administrators in our community forums, and review our white papers, technical notes, and compatibility guides.

Contacting Support

Our primary support channel is located on the web at support.cayosoft.com. At the top of this web, anyone can submit a support request by clicking the Submit a request link and completing the Support Request Form. Please enter all data into the form, providing as much details as possible to open a case. Upon submitting the case you will receive an electronic confirmation with a unique case number sent to your email address. You will also be able to see the case in the open cases list.

Business Hours

The times defined below are in Eastern Standard Time. Major holidays excluded.

Support Level	Business Hours
Evaluation Support	Mon – Fri 8 am- 8 pm EST
Standard Support	Mon – Fri 8 am- 8 pm EST
Extended Support	24 x 5

Support Priority Level

Priority levels provide an indication of the urgency of an issue and help Cayosoft provide a rapid and effective response. Incorrectly assigned priority levels may hinder the case resolution process and can adversely affect you. When you report an issue, you and the Cayosoft Support Representative should discuss and agree upon an appropriate priority level. You have the option to change the priority level of an issue as business conditions change.

Response goals are intended to provide a target for initial response to an issue or question. Table 1 defines the priority levels and the targeted initial response time for Cayosoft Support. It is helpful to clearly explain the business impact of your issue when you contact us. Upgrade/downgrade of severity level If, during the service request process, the issue either warrants assignment of a higher severity level than currently assigned or no longer warrants the severity level currently assigned based on its current impact on the production environment, then the severity level can be upgraded or downgraded accordingly to the severity level that most appropriately reflects its current impact by the assigned support agent.

Support Request Resolution

Closing a request - Service requests remain open until you are satisfied that the issue has been resolved. Exceptions to this policy apply to requests for product enhancements and product defects.

Closing a request due to lack of customer response – Providing fast and accurate resolutions to support requests is critical for maintaining superior customer service. It is therefor Cayosoft's policy to close support requests when customers are non-responsive for more than five (5) business days.

Reopening a request - You can reopen service requests that have been closed within 30 days of the close date. If you attempt to reopen a closed service request after 30 days, a new service request is created with a link to the original case. You can reopen your closed service requests from the My Service Requests section of our Support Portal.

Table 1 – Support Priority Levels

Priority	Description	Target Standard Response SLA	Target Extended Response SLA
Priority 1	A business-critical software component or a Cayosoft managed system is inoperable or unavailable; production system is down; or there is an emergency condition. Requires an immediate workaround or solution. Examples: Excessive abnormal terminations impacting all users, monitoring, reporting, schedules or a down/offline production system;	24 hours	2.5 hours
Priority 2	Adversely impacting Production operations, but the production system is not down; product operates but is seriously restricted. Examples: Production application response times or system performance are slow, system is available. Some users, monitoring or reports are impacted.	12 business hours	6 hours
Priority 3	A non-production issue; the majority of functions are still usable, a limited condition that can be readily circumvented. Example: non-Production application response times or system performance are slow, system is available. Some application functionality is intermittent, low user impact.	18 business hours	12 business hours
Priority 4	Minor issue or question that does not affect the product function and can be readily circumvented. For example: "How to" questions; the text of a message, or page of documentation is worded poorly or misspelled, General Feedback, Feature Requests.	24 business hours	18 business hours

Customer Satisfaction Surveys

Cayosoft is constantly working to improve both products and services. After each support request has been closed a brief survey will be sent to the user that opened the support request. This survey is to asses the representative's performance and the overall satisfaction with the support request process.

Product Lifecycle Policy

The level of support provided for a specific product depends on the specific version of the product for which support is being requested. Eligibility for product patches (a.k.a fixes), upgrades and version downloads are directly tied to version and when it was released. Current versions of the products are eligible for full support that includes support services and updates/fixes while support for older versions may be limited.

Cayosoft's Supported Version Policy is to provide support and fixes for the current version while support for older versions may be limited. Typically, support is provided for the current release (v) and (v-1) versions of the product.

Cayosoft's Supported Version Policy for older versions is to attempt to answer questions and at Cayosoft's sole discretion provide additional support services. If an old or discontinued version is in use, Cayosoft's suggests that an upgrade be planned to move to a currently supported version.

Support Policy for Trial Users

Cayosoft offers trial user support for evaluation purposes only. Support for user trials is limited to 25 days from the first trial activation date. Service requests for your trial product may only be submitted during the first 25 days of the first trial period.

Support Policy for Customizations

Customizations are features added to the Cayosoft product and are not covered by Cayosoft Support. Cayosoft may, at its sole discretion, offer help with customizations by offering the customer additional paid services. Customizations can include created or modified scripts used within products.

For more information visit Cayosoft.com/support.

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