Customer Success

Standard and Premium Support Offerings and Service Levels

shiftboard.

Customer Support Offerings

Overview

Offering	Standard	Premium
Support		
Business hours Product Support 6 a.m.- 5 p.m. PT Monday - Friday except for designated holidays	Phone / Email / Chat	Phone / Email / Chat
After-hours Product Support 5 p.m.- 6 a.m. PT Monday – Friday plus weekends and holidays	Phone / Email Emergency response for P1 or P2 critical issues notified by Phone	Phone / Email Emergency response for P1 or P2 critical issues notified by Phone
Severity-based SLA target response & resolution times	Standard	Expedited
Systems status reporting	System status web portal	System status web portal
Systems monitoring	24-hour monitoring	24-hour monitoring & uptime reporting
Online solution documentation	✓	✓
Success		
Strategic Quarterly Business Reviews		✓
Designated Customer Success Manager for Training & Support		✓

Our Standard Customer Support Package offers comprehensive support and training to get the most out of Shiftboard.

Our Premium Customer Support Package adds personalized services to our Standard Package to achieve your specific business objectives.

Product Support

All customers may obtain direct phone, chat or email support within standard business hours of Monday-Friday, 6 a.m. - 5 p.m. U.S. Pacific Time (excluding the following three holidays: New Year's Day, Christmas Eve, and Christmas Day).

Product Support includes the following services:
- Addressing system service interruptions / outages
- Performing system service updates/maintenance
- Researching and addressing system service behavior that is not in line with what the customer's users expect
- Responding to questions regarding functionality on browser and apps
- Support published integration endpoints for Drop Point and API integration services
- Support on designated direct integrations provided by Shiftboard, such as to Ceridian Dayforce
- Light configuration changes that support technicians can complete without requirements or process discovery

The Product Support Helpdesk does NOT cover the following services:
- Responding to and actioning requests from third-party vendor(s) of the customer
- Issue troubleshooting related to networks, devices, servers, and workstations managed by the customer, including mobile devices
- Requests relating to pre-processing of data for integrations prior to calling integration endpoints
- Performing major configuration changes / site optimizations
- Supporting customer workflows outside of Shiftboard applications
- Support and troubleshooting on how to construct API calls in general
- Significant customer retraining on Shiftboard applications

Phone and email support are also available after business hours between 5 p.m. - 6 a.m. U.S. Pacific Time on weekdays, weekends, and holidays of New Year's Day, Christmas Eve, and Christmas Day. Emergency response to issues within these after-hours service windows is restricted to critical (P1 or P2) issues as defined below.

Service Level Agreement (SLA) Resolution and Response Times

Response and resolution times are defined in the SLA Details. Our SLAs vary between Standard and Premium Support, and by the severity of the issue. Note that the SLA response and resolution times for P3 and P4 severity issues submitted outside standard business hours will commence on the next business day after the issue is received.

Systems Status Reporting

We provide real-time status reporting for our solutions via web portals at ScheduleFlex System Status and SchedulePro System Status. Users can subscribe to these services to receive alerts in the event of any significant system outages.

System Monitoring and Reporting

Our application monitoring tools run 24/7 and can detect spikes in memory, processor usage, and other key performance metrics. These tools can trigger alerts for our engineering team to investigate and address potential issues without our customers even being aware of them.

Optionally, system availability reporting can be delivered to report on application uptime within a given period. This reporting requires customers to be on our Premium Support level.

Online Solution Documentation

Anytime, online access to Product Support and best practices is provided for both our solutions at ScheduleFlex Support Portal and SchedulePro Support Portal.

Success Assurance (Premium Support Only)

As part of your Premium Support program, we will conduct Quarterly Business Reviews to present new and upcoming product features, review your recent usage data, and ensure you are optimizing your Shiftboard solution to maximize your return on investment.

Your Premium Support program also gives you access to a named Customer Success Manager to consult with as needed on optimizing your workflow, discussing reporting changes, adopting new features, etc. This service allows for an average level of consultation of two hours per week.

Appendix: SLA

Service Level Agreement Response and Resolution Targets

Issue Level	Severity Definition	Targeted response (Premium)	Targeted response (Standard)	Targeted resolution within …
P1	Critical business impact: Production use of the solution is stopped or so severely impacted that all end users cannot use core functionality, and there is no reasonable workaround.	2 hours	4 hours	24 hours
P2	Significant business impact: Production use of major functionality within the solution is severely limited with no reasonable workaround, or a significant proportion of end-users are unable to use core functionality	4 hours	8 hours	5 business days
P3	Some business impact: Loss of Production functionality with moderate overall business impact to an individual or group, and there is no reasonable workaround	1 business day	2 business days	30 business days
P4	Minimum business impact: Minor functional errors where reasonable workarounds are available. Or requests for information, enhancements, or documentation clarification	2 business days	3 business days	N/A

Examples of Severity Level grading by type of issue

Priority 1 case examples: (critical business impact)
- A production server has failed.
- Multiple users cannot access the production servers.
- Performance of the servers has degraded to an unusable level.
- Critical business data is unrecoverable, corrupt, or lost.

Priority 2 case examples: (significant business impact)
- Issue is critical to customer's business operations.
- Critical component returning error or not responding.
- Degraded application performance is having a serious negative impact on business.
- A database or application error has occurred, which severely impacts business operations.

Case examples not typically categorized as Priority 1 or Priority 2:
- Database is operational following a one-time outage; root cause analysis required.
- Feature Request or customization.
- Customer is not available for collaboration with support engineers after hours.
- General questions such as "how-to" or syntax questions.
- Issue with little or no impact.
- Documentation issues.
- Issue is essentially resolved but remains open for customer confirmation.
- An effective workaround has been provided pending final resolution of an issue initially classed as P1 or P2.
- Intermittent wait status with little or no customer interaction required.
- Reports, bulk uploads, or other non-critical business needs