

Chronicle App for Jira On-Prem SLA

Supported Contact Channel

Via Email: chronicle-jira-support@crestdatasys.com

Business Hours

10:00 am - 7:00 pm IST, Monday through Friday Timezone: GMT+05:30

Our development and support team is based in India. For all requests, we provide the first response/acknowledgement within 48 hours on business days, excluding holidays in India (2023) and the applicable leaves within the week. Based on the type of issue, we would continue working on it post acknowledgement and resolve it based on the issue.

Support Includes

- Assistance on any issues being faced while using the app.
- Assistance on any functionality not working as expected.

For any feature requests or enhancements, please reach out to Chronicle sales representatives.

Note: Please refer to the troubleshooting and known behavior section of the [user guide](#) before reaching out.