YourBestSoftware Technical Support Documentation

Company Overview

YourBestSoftware is a leading provider of enterprise productivity solutions, specializing in workflow automation, project management, and collaborative tools designed for large-scale business operations.

Support Contact Information

Primary Support Channels

- **Support Portal**: https://support.yourbestsoftware.com
- **Email**: support@yourbestsoftware.com
- **Phone**: 1-800-YBS-HELP (1-800-927-4357)
- **Emergency Hotline**: 1-888-YBS-URGENT (1-888-927-8743)

Business Hours

- **Standard Support**: Monday - Friday, 8:00 AM - 6:00 PM EST
- **Premium Support**: 24/7/365
- **Enterprise Support**: 24/7/365 with dedicated account manager

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Support Tiers

Tier 1: Basic Support

- **Included with**: Standard licenses
- **Response Time**: 48 hours
- **Channels**: Email, support portal
- **Coverage**: Business hours only
- **Services**: Basic troubleshooting, account issues, general inquiries

Tier 2: Premium Support

- **Included with**: Professional licenses
- **Response Time**: 24 hours (4 hours for critical issues)
- **Channels**: Email, phone, support portal, live chat
- **Coverage**: Extended hours (6 AM - 10 PM EST)
- **Services**: Advanced troubleshooting, integration support, configuration assistance

Tier 3: Enterprise Support

- **Included with**: Enterprise licenses
- **Response Time**: 4 hours (1 hour for critical issues)
- **Channels**: All channels plus dedicated account manager
- **Coverage**: 24/7/365
- **Services**: Priority support, custom integrations, on-site assistance, training

Issue Priority Levels

Critical (P1)

- **Definition**: Complete system outage affecting all users
- **Response Time**: 1 hour (Enterprise), 4 hours (Premium), 24 hours (Basic)
- **Resolution Target**: 4 hours (Enterprise), 8 hours (Premium), 48 hours (Basic)

High (P2)

- **Definition**: Major functionality impaired, significant business impact
- **Response Time**: 4 hours (Enterprise), 8 hours (Premium), 48 hours (Basic)
- **Resolution Target**: 8 hours (Enterprise), 24 hours (Premium), 72 hours (Basic)

Medium (P3)

- **Definition**: Minor functionality issues, workaround available
- **Response Time**: 8 hours (Enterprise), 24 hours (Premium), 48 hours (Basic)
- **Resolution Target**: 24 hours (Enterprise), 72 hours (Premium), 5 business days (Basic)

Low (P4)

- **Definition**: Enhancement requests, documentation questions
- **Response Time**: 24 hours (Enterprise), 48 hours (Premium), 72 hours (Basic)
- **Resolution Target**: 72 hours (Enterprise), 5 business days (Premium), 10 business days (Basic)

Support Process

Creating a Support Ticket

1. **Access the Support Portal** at https://support.yourbestsoftware.com
2. **Login** with your enterprise credentials
3. **Select Product** from the dropdown menu

4. **Choose Issue Category**: Technical, Billing, Account, Feature Request

5. **Set Priority Level** based on business impact

6. **Provide Detailed Description** including:
   - Steps to reproduce the issue
   - Error messages (screenshots preferred)
   - System environment details
   - Expected vs. actual behavior
   - Business impact assessment

Escalation Process

- **Level 1**: Front-line support technicians
- **Level 2**: Senior technical specialists
- **Level 3**: Engineering team and product developers
- **Level 4**: Development management and architecture team

Customer Responsibilities

- Provide accurate and complete information
- Respond to support requests within 48 hours
- Maintain current contact information
- Follow recommended troubleshooting steps
- Provide system access when required for resolution

Technical Requirements

System Requirements

- **Operating System**: Windows 10+, macOS 10.15+, Linux (Ubuntu 18.04+)
- **Browser**: Chrome 90+, Firefox 88+, Safari 14+, Edge 90+
- **Memory**: Minimum 8GB RAM (16GB recommended)
- **Storage**: 2GB available space
- **Network**: Broadband internet connection (minimum 10 Mbps)

Supported Integrations

- Microsoft 365 Suite
- Google Workspace
- Salesforce

- Slack

- Jira

- SAP

- Oracle

- Adobe Creative Cloud

- Zoom

- Microsoft Teams

API Support

- **REST API**: Full documentation at https://api.yourbestsoftware.com/docs

- **GraphQL**: Available for enterprise customers

- **Webhooks**: Real-time event notifications

- **Rate Limits**: 1000 requests/hour (Basic), 5000 requests/hour (Premium), Unlimited (Enterprise)

Knowledge Base

Self-Service Resources

- **Getting Started Guide**: https://docs.yourbestsoftware.com/quickstart

- **User Manual**: https://docs.yourbestsoftware.com/manual

- **Video Tutorials**: https://learn.yourbestsoftware.com/videos

- **FAQ**: https://support.yourbestsoftware.com/faq

- **Community Forum**: https://community.yourbestsoftware.com

Training Resources

- **Live Webinars**: Monthly product training sessions

- **On-Demand Training**: Self-paced learning modules

- **Certification Program**: Administrator and power user certifications

- **Custom Training**: Available for enterprise customers

Maintenance and Updates

Scheduled Maintenance

- **Monthly Maintenance**: First Saturday of each month, 10 PM - 2 AM EST

- **Quarterly Updates**: Major feature releases

- **Emergency Maintenance**: As needed, with 4-hour advance notice when possible

Notification Channels

- **Status Page**: https://status.yourbestsoftware.com
- **Email Alerts**: Automatic notifications for all maintenance
- **In-App Notifications**: Real-time status updates
- **Twitter**: @YBSStatus for real-time updates

Data and Security

Data Backup

- **Automated Backups**: Daily incremental, weekly full backups
- **Retention Policy**: 30 days for standard, 90 days for premium, 365 days for enterprise
- **Recovery Time**: 4 hours for standard, 2 hours for premium, 1 hour for enterprise

Security Measures

- **Encryption**: AES-256 at rest, TLS 1.3 in transit
- **Authentication**: Multi-factor authentication required
- **Compliance**: SOC 2 Type II, GDPR, HIPAA, ISO 27001
- **Penetration Testing**: Quarterly third-party security audits

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Service Level Agreements (SLA)

Uptime Guarantees

- **Basic**: 99.5% uptime
- **Premium**: 99.9% uptime
- **Enterprise**: 99.99% uptime

Performance Metrics

- **Page Load Time**: <2 seconds average
- **API Response Time**: <500ms average
- **Data Processing**: <5 seconds for standard operations

SLA Credits

- **99.0-99.49%**: 10% monthly service credit
- **95.0-98.99%**: 25% monthly service credit
- **Below 95.0%**: 100% monthly service credit

Contact Information

Support Team Leadership

- **VP of Customer Success**: Sarah Chen – sarah.chen@yourbestsoftware.com

- **Director of Technical Support**: Michael Rodriguez – michael.rodriguez@yourbestsoftware.com

- **Enterprise Support Manager**: Lisa Park – lisa.park@yourbestsoftware.com

Regional Support Centers

- **North America**: Austin, TX – Phone: 1-800-YBS-HELP

- **Europe**: London, UK – Phone: +44-20-7946-0958

- **Asia-Pacific**: Singapore – Phone: +65-6808-7246

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