Support is about *you*. Not us.

Any software purchase you make for your company, whether you're an enterprise or not, comes with the concern of reaching support when a situation goes awry. You need the confidence that you'll get the help you need, when you need it.

Use this support manual to weigh your options of *what* help you may need, but also *when* you may need it. There are also other resources listed within that you may find valuable to consult when searching for an answer. Members of our community alone may prove a good source of information.

In the end, your goals are different than everyone else's, so your support needs may be different as well. Consider your roadmap, and which Enterprise Support Plan may be the most viable.

Together, there's nothing we can't deliver.

Support Plans

SmartBear users entitled for Enterprise Support get extended support services.

Products	Standard Support 12 x 5 (EST)	Enterprise Support 24 x 7	Enterprise Support 24 x 7 Plus
AQTime	●		
AlertSite	●		
BitBar	●		
BugSnag	●	Plan details	
Collaborator	●		
CucumberStudio	●		
LoadNinja	●		
PactFlow	●		
QAComplete	●		
ReadyAPI	●		
SwaggerHub	●	Coming in 2024	
SwaggerHub Explore	●		
TestComplete	●	●	●
VisualTest	●		
Zephyr Enterprise	●	●	●
Zephyr Scale	●		
Zephyr Squad	●		

Channels

Live Chat		24 x 5	24 x 5
Phone *(Outbound)*		•	•
Web Form	•	•	•
Community	24 x 7 x 52	24 x 7 x 52	24 x 7 x 52

First Response Time SLAs

Severity 1	2 hours	1 hour	30 min
Severity 2	8 hours	4 hours	2 hours
Severity 3	48 hours	24 hours	12 hours

Additional Services

Scheduled Upgrade Assistance			•
Check-in calls with your Technical Account Manager			• Monthly
Participation in our Customer Advisory Board			•
Extended support hours for urgent cases to support your global team *(24x7)*		• Production Down Severity 1	• Production Down Severity 1

Definitions

1. *Case Severity: T*he impact of an issue on the customer's business operations or overall user experience. It is a measure of the seriousness of the problem and its potential to cause significant harm to the customer's operations or reputation. For example, a severe issue could be a critical system outage that affects a large number of users, resulting in a significant loss of revenue or productivity.
   a. **Severity 1** – A significant number of users are impacted by the service, product, or major feature being unavailable and/or one customer has a critical production down issue. No reasonable workaround is available.
   b. **Severity 2** – Service Behaviors defined under severity 1 impacting a moderate number of customers. Issue is reproducible. Issue has a workaround that is reasonable in the short-term, but not in the long-term.
   c. **Severity 3** – Minimal operational impact
2. *First Response:* The first communication from a support engineer acknowledging receipt and review of a support request or in-product chat which may or may not include the final resolution.

If you have any questions about our Support offering, please contact your sales representative.