

Service Level Agreement

Last Modified on 09/26/2024 3:20 am EDT

When you create a support request with Exalate, we will respond within 24 business hours. Our goal is to assist you as quickly as possible based on ticket priorities.

Exalate will make reasonable efforts to meet the Service Level Agreement (SLA), but delays caused by the client or external factors beyond Exalate's control may affect response times.

Business Hours and Response Time

Exalate's business hours are Monday - Friday, 6 AM-12 AM CET (19 hours in total).

Criticality	Time for initial response	Get an update every
P1 Application down due to issues with Exalate's infrastructure (e.g. database, network), affecting integration	24h	24h
P2 Serious degradation of application performance or functionality	24h	Weekly
P3 Application issue that has a moderate impact on the business	24h	None
P4 Issue or question with limited business impact	24h	None

Support Includes

- Assistance with installation issues.
- Assistance with upgrade issues.
- Troubleshooting problems related to Exalate's add-ons.
- Identifying workarounds for issues.

Support Does Not Include

- Product configuration (Scripting)
- Product training
- Support for customers without a valid license or active subscription

- Support for non-Exalate add-ons
- Support for issues related to the underlying tracker (e.g., Jira, Service Desk, Salesforce)
- Support in languages other than English or Spanish
- Debugging SSL certificate problems unless the certificate scores an A or A+ rating on [SSL Labs](#)
- Custom ports for HTTPS

Important: Scripts published on this site are example implementations and may not be applicable to your specific use case.

Professional Services

- Exalate has a network of expert partners. For assistance with advanced configuration or other professional services, please contact one of our [Exalate Partners](#).

ON THIS PAGE

[Product Business Hours and Response Time](#)
[About Us](#)

[Support History](#)

[Glossary](#)
[Support Does Not Include](#)
[API Reference](#)

[Professional Services](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)