

Support SLAs (Tickets) & Cloud SLAs (Uptime)

Alice Petruzzella - 2024-04-25 - Comments (0) - General



Overview

Formpipe Cloud-hosted customers may, at times, need to contact us for assistance.

Cloud and Support services use different Service Level Agreements (SLAs). Therefore, requests are processed accordingly. You can reach out to both our Cloud services teams through the Formpipe Support Portal.

This article explains the difference between Cloud-related and standard Support SLA requests and how these two are managed.

Support SLA

If you experience general issues with product functionality or have any documentation requests/queries, your standard Support SLA will come into action.

The Support SLA covers areas such as expected response times and prioritization for different categories of tickets.

You can submit all Support requests through the **Create Ticket** button on the Support Portal.

Support requests include product defect resolutions and information on standard product functionality. Product defect resolutions refer to bugs in the standard product, while information on standard product functionality refers to documentation on the Formpipe Support Portal.

Formpipe Cloud

Formpipe Cloud is a SaaS solution through which Formpipe manages the hosting infrastructure, security, redundancy, and resilience requirements. These services come in three tiers, each with their uptime commitment. For more information on tiers and uptime commitment, follow [this link](#).

Our Cloud services team manages Formpipe Cloud infrastructure solutions. However, any issues in relation to the hosted infrastructure should still be submitted through the **Create Ticket** button on the Formpipe Support Portal. These tickets will be managed initially by the Support team and, if needed, escalated to the Cloud services team.

Note

The Formpipe Cloud SLA covers the uptime of your hosted environment, while your Support

SLA relates to the service expectation (e.g. ticket responses) through the Formpipe Support Portal.

Configuration maintenance and corrections are not covered under either a Support SLA or Cloud SLA and would be subject to invoicing.

Summary

The Support SLA covers product functionality and documentation, while the Cloud SLA covers hosted infrastructure uptime.

It is possible that your Cloud SLA (Uptime) will exceed the coverage of your Support SLA (tickets). For example, your environments are typically always running and available, while your Support SLA may cover responses from the Support Helpdesk only during business hours.

Support and Cloud requests are managed by our teams. If you experience any issues, contact us first by creating a ticket on the Formpipe Support Portal.

Providing as much relevant information to the issue you are experiencing helps us assign the right resources to process your requests as quickly as possible. Relevant information includes but is not limited to, a description, reproduction of any steps taken, expected results, actual results, products affected, product versions, an indication that you are a hosted customer, and more.

For best practices on raising tickets, follow [this link](#).