



Verify Support Pledge

At Verify, we are committed to our customer's success using our product and integrating their systems. This document will serve as a guide how to effectively use our Support Services to receive the best and most timely resolutions to your technical support requests.

- Following the two week training portion of the implementation process and project closure, you will be officially handed off to Technical Support for all your technical requests and questions.
- Business-related discussions such as contract renewal, upgrades and scoping requests for additional work and all other general account conversations are handled by our Account Management team, so please reach out to them directly.
- Technical Support is there to guide and assist you with support issues on how to use our product. The Support Engineer will do their best to help you resolve your issues through training and guidance using the support materials we have available.
- We use a color-coding system to help classify incoming support requests so our Support team can properly triage. We are asking our customers to apply the appropriate color code based on the descriptions below when submitting a ticket.

How do I file a Support Ticket?

You can reach Support in one of two ways:

1. By going to the "request support" link in the Verify product (which will take you directly to verify.zendesk.com).
 - This is the preferred method as it gives the ticket issuer guidance on the content we need to best move the ticket through the process. It also gives access to our knowledge base.
2. By sending a direct email to support@verify.com. Tickets generated via email will always receive the color-coding of Blue.
 - If your support issues should be categorized with an elevated color, please log in to verify.zendesk.com to add a comment for correct color using the web portal, or reply to the new ticket email specifying the intended color.

Please provide a Title, an explanation of the situation, and attach any appropriate documents.

Additionally, code the ticket appropriately and provide as much information as you can in the explanation as possible, including any supporting materials (i.e., the web URL addresses to your Workspace, Mapping or Schedules, screenshots, etc.).

How are color-codes assigned?

We will be using 3 different color-codes for incoming support requests, based upon level of severity.

- **RED:**
 - This color indicates that at least one part of your integrations is completely down. This usually means that our product is reporting one or more failed collections or movements, and that no data is able to move between integrated systems.
- **YELLOW:**
 - This color indicates that your integration is running and data is moving successfully, but an issue exists where you need our help to troubleshoot and resolve, such as an error message you received.
 - Because some problems are more difficult to resolve than others, sometimes they take longer to research and resolve.
- **BLUE:**
 - This color indicates users are not experiencing an issue with an existing integration, but instead are asking for help using our product. This can be anything from modifying an existing integration configuration to setting up a new integration.
 - New engagements will be passed along to our Professional Services team for scoping (you can engage directly with your Account Manager as well to bypass submitting a Blue ticket).
 - After receiving the Blue ticket, the support rep will make a determination as to whether or not professional services are needed. If the support rep senses that you are trying to setup something on your own and just need help with certain things, that will be considered support.
 - If it is determined a PS engagement is needed, the Blue ticket will be closed once the PS engagement is opened and the engagement will be handed over to our PS team.

Our Support team does reserve the right to change the classification if we feel it was tagged incorrectly and could cause a delay in the process.

What happens if a defect (bug) is found?

- If a support request is identified as a defect, it is submitted to our development team for resolution.

- If no workaround is available and the defect is causing a critical issue, then the the ticket status will change to “On Hold” and the defect will be escalated to the highest priority and will be fixed as soon as possible.
- If a workaround is available, the workaround will be provided.

What are your support response times?

Please note that response times are different than time to resolution. We promise to respond to all support requests during normal business hours (not including holidays,) as quickly as possible. We also have a dedicated support staff that is constantly monitoring incoming support requests throughout the day and they will determine if they should be reclassified.

	BASIC	STANDARD	PREMIUM	ENTERPRISE
Acknowledgement	1 hour	1 hour	1 hour	1 hour
Response	24-48 hours	24 hours	4-6 hours	2-4 hours
Resolution	5-7 days*	5-7 days*	3-5 days*	1-3 days*

- **Acknowledgement:** Verify Support team and Account Management team will acknowledge the support ticket and start working on fix (within business hours: Monday - Friday, 8:30a CST - 5:30p CST).
- **Response:** Verify Support and Account Management team will have a potential resolution based on information provided in the ticket, self-diagnosis and any conversations that happen between the client and Verify that is relating to the support ticket filed (within business hours: Monday - Friday, 8:30a CST - 5:30p CST).
- **Resolution:** Verify Support team will work with the client to resolve the issue, and will involve internal engineering support as needed. *If it is determined that third-party support is needed (i.e., CRM support or engineering team) for diagnosis or fix, additional time allowance must be granted for proposed resolution period.
- **Follow-Up:** Verify Support team will provide at minimum weekly status checks of tickets that are on-hold.

How are support requests prioritized?

All incoming support requests are prioritized in the following order:

1. **Color-Code:** RED, YELLOW, then BLUE.
2. **License Level:** ENTERPRISE, PREMIUM, STANDARD, BASIC
3. **Date/Time:** when the support request was received

What do the different Ticket Statuses mean?

- **Open** - This is an active ticket that is currently being worked on by the Support team.
- **Pending** - The Support Rep is waiting on a response from the person that submitted the ticket. After 5 days, the issuer will get a reminder. The ticket will automatically move to a “Solved” status after a 10 day calendar period if there is no reply by the ticket issuer. At that point, you will have another 7 days to respond (as per the Solved status definition).
- **On-Hold** - It has been determined that a defect is in fact the issue and there is no immediate work-around. The ticket is now with our development team for resolution.
- **Solved** - The ticket has been resolved, but can be reopened within a 7 calendar day period if the ticket issuer replies with another question or comment.
- **Closed** - Ticket is closed and can't be reopened at this stage.

What is Technical Support there to assist you with?

A good rule of thumb is that Support is available to help and assist you with solving problems or answering questions related to your existing integration.

Examples include:

- How to map a field
- How to reset your credentials
- How to use vTools to research a problem
- How to set up a schedule to automate your mappings
- How to troubleshoot an error