

# Vineyardsoft Support Services

This document is applicable to all Vineyardsoft Business Partners and Clients who contact Vineyardsoft Customer Support for technical assistance with the KnowledgeSync application.

Support is defined as a problem during setup and configuration of the application or issues with the functionality of an existing install. If you are a customer and need a professional services team to do the installation and configuration of KnowledgeSync we will refer you to a KnowledgeSync Business Partner. If you are a Business Partner in need of further training, please contact Tricia Cate at 800-850-8055 ext. 123 or [cate@vineyardsoft.com](mailto:cate@vineyardsoft.com).

## **Support Eligibility:**

All installations receiving support from Vineyardsoft **MUST be current on Maintenance and Support** regardless of who the caller is, the customer direct, or the Business Partner. No support will be given until an expired account has renewed their Maintenance and Support. To inquire if your account is current, please contact Tricia Cate at 800-850-8055 ext. 123 or [cate@vineyardsoft.com](mailto:cate@vineyardsoft.com).

## **Support Options:**

**KnowledgeBase:** [www.vineyardsoft.com/html/support/knowledgebase.html](http://www.vineyardsoft.com/html/support/knowledgebase.html)

Vineyardsoft web-based library of technical documentation, searchable and available to all KnowledgeSync users.

Vineyardsoft requires that individuals requiring Support assistance from Vineyardsoft place their Support Request via any **one** of the following methods:

**Web:** [http://www.vineyardsoft.com/html/email\\_support.html](http://www.vineyardsoft.com/html/email_support.html)

**Phone Support:** 800-850-8055 x2 International: 508-696-6495 x2

**Note:** If contacting Vineyardsoft Support via **phone**, you may be requested to leave a voicemail message. Please leave as detailed a message as possible, as this enables our Support staff to prioritize the incoming calls as well as to perform some initial diagnostics on your Support Issue before getting back in touch with you.

Please do **not** submit identical messages to Support via both phone and web site.

## **Vineyardsoft Hours of Operation:**

8:30am – 5:30pm Eastern Monday thru Friday

Excluding major holidays

Please see pages two and three for response times and API support information.

The following table details the standard Vineyardsoft Customer Support response times that you can expect to receive from Vineyardsoft.

Type of Problem	Average Response Time Business Hours
<b>Fatal:</b> Entire KnowledgeSync application is down	1 hour
<b>Severe:</b> Functionality is reduced or halted on individual, critical events that were previously running.	2 hours
<b>Minor:</b> Functionality is reduced or halted on individual, non-critical events that were previously running.	4 hours
<b>Set-Up / New Event:</b> Problems encountered in the configuration of the KnowledgeSync application or in new events.	6 Hours
<b>Educational:</b> Assistance is requested in the installation or configuration of the KnowledgeSync system.	8 Hours

**Resolve Time:**

Most cases (75%) within 1 business day.

**Vineyardsoft Support of KnowledgeSync APIs:**

The following information is for all clients and partners who have configured (or will be configuring) KnowledgeSync for use with the following embedded API modules:

- Visual Basic (VB) Scripting (located on the Event Manager Main Menu “Basic Scripts” branch, and in the Event Designer “Queries” tab and on the Event Designer “Action” tab)
- SQL Statement and/or Stored Procedure Execution (located on the Query Designer “SQL” tab as well as on the Event Designer “Action” tab)
- Executable Program Execution (located on the Event Designer “Action” tab)

The purpose of this document is to define the extent to which “Standard KnowledgeSync Support Services” will address questions and or problems regarding these modules. Because these modules provide KnowledgeSync users with the ability to integrate “custom code” (i.e., utilize programs not written by Vineyardsoft) with the KnowledgeSync application, it is necessary for Vineyardsoft Support to detail what types of Support are available in connection with these configurations.

The following policies have been implemented to ensure that Vineyardsoft continues to be able to provide timely and superior Customer Support on standard KnowledgeSync functionality to its clients, partners, and prospects. If you have any questions regarding the following policies, please contact Don Farber, VP of Sales and Marketing at Vineyardsoft Corporation, at [farber@vineyardsoft.com](mailto:farber@vineyardsoft.com).

### **Standard KnowledgeSync API Support:**

Questions or problems reported to the Vineyardsoft Support Staff will be addressed through a series of standard diagnostic and resolution procedures which are provided at no cost to the caller. These diagnostics have been derived through Vineyardsoft's analysis of common client and partner uses of the KnowledgeSync API modules. These diagnostic procedures have been shown to resolve over 80% of all reported KnowledgeSync API module related support calls.

### **Custom API Support (Professional Services):**

If an API Support Incident is not able to be resolved through the use of these standard diagnostic processes, the call is classified as a "Custom API Support" issue (CAS) and the caller will be informed that further diagnostics, debugging, and correction will be available on a chargeable basis. The cost for Custom API Support Services from Vineyardsoft is \$250 per hour, with a minimum charge of \$250. Vineyardsoft requires that a valid major credit card be provided before any Custom API Support will be initiated. The caller will be provided (via e-mail) with an invoice summarizing the work and total charges that were billed when the work is complete.

At the time that the caller is informed of the option for Custom API Support, the caller may request that a general estimate of the time required to address the API issue be provided to them, and Vineyardsoft will provide best efforts at providing such information to the caller. The caller may also specify a "not to exceed" total number of hours of Custom API Support diagnostics and repairs that Vineyardsoft will spend on a given incident. Custom API Support will be scheduled based on the current workload and availability of Vineyardsoft's Professional Services Department personnel.