

SERVICE LEVEL AGREEMENT

Your Book4Time contract includes unlimited access to our live 24/7 help desk support. Our team is fully equipped to troubleshoot and resolve all product related inquiries and technical issues you may experience with your account. Product support is available to only registered Book4time System Administrators at your property by opening a ticket via email or telephone.

Email: AgilysysSalesAndMarketing@agilysys.com

Telephone: [1 905 752 2590](tel:19057522590)

Severity	Request Description	Response	Resolution
Enhancement Request	An enhancement request is a new feature or modification of an existing feature in the Software.	5 business days	If the enhancement is accepted, the planned release date for the feature / modification will be provided to the property. Book4Time reserves the right to decline any enhancement request at its sole discretion.
Normal Priority <i>Example: "How-to" use the system questions.</i>	A normal priority request is a "how-to" question or problem with the Software that does not affect the main features or general usability of the system.	2 business days	Normal priority issues are reviewed by our help desk as the first point of contact. For normal how-to support issues, a resolution is provided via email or telephone usually within 24 hours. If the request is determined to be an issue in the system, it is escalated for further analysis and resolution will be provided in the next planned QA cycle and scheduled release.
High Priority <i>Example: Key Feature is not working as designed.</i>	A high priority request is a problem with the Software that prevents key features from working and/or impacts the day-to-day operations. Has high impact on day-to-day operations of the system.	1 business day	High priority issues are reviewed by our support help desk as the first point of contact. If the issue is determined to be high priority, the request is escalated for immediate investigation and resolution. Once the cause has been determined and resolution found, a hot-fix will be provided to the property.
Critical <i>Example: Entire System is down or main operation is not working</i>	A critical request is a problem with the Software that prevents the main operations of the system. To be classified as critical, the problem has to directly impact your entire operations.	Immediate to 2 hours	All critical issues are immediately escalated to an on-call developer and management. Once the cause has been determined and resolution found, a hot-fix will be provided to property or remotely fixed if warranted. Issue Resolution: Immediate and continuous effort until issue is resolved.

Learn More or Schedule a Demo today!