Tracer Management Systems Limited trading as Joblogic

Joblogic Support

1.   Introduction

Joblogic provides a multi-faceted 24/7 support system for its customers, ranging from direct communication channels and educational resources to technical assistance governed by specific Service Level Agreements (SLAs).

2.   Direct Communication and Support Channels
Customers can access support through several primary channels:

- Live Chat: Real-time assistance is available via the platform's live chat feature.

- Phone and Email: Users can contact the support team at 0800 3265561 or via email at info@joblogic.com

3.   Educational and Training Resources
To help businesses grow and optimize their use of the software, Joblogic offers several self-service resources:

- Training and Videos: The platform provide dedicated training sessions and instructional videos to assist users.

- Knowledge Base: Customers can access a blog, company news, and "Tips and strategies" for field service management.

- Release Updates: Information on the latest software releases is provided to keep users informed of new features.

4.   Technical Support and SLAs
Joblogic uses a structured priority system to manage technical issues and requests. Response times are typically immediate for calls and chats, while email requests follow specific priority levels:

Priority Level	Response Time	Completion Time*	Examples of Issues Covered
P1 (Critical)	5 Minutes	3 Hours	System or mobile app down, sync issues.
P2 (Emergency)	5 Minutes	6 Hours	Login issues, system slowness, license requests.
P3 (Non-Critical)	4 Hours	3 Days	Account integration, email bounce issues, general requests.
P4 (Planned)	8 Hours	13 Days	Bulk changes, form builder requests, standard reports.
P5 (Complex)	8 Hours	30 Days	API integration, coded forms, complex dashboards.
P6 (General)	12 Hours	Scenario-based	"How-to" queries and general information.

- Completion times depend on the nature of issue and request received. Times given are for typical scenarios. Where further investigation or incomplete information is provided these will impact on completion time

- Specialised Services: The technical team assists with data imports, with standard imports having a 3-day SLA and complex dev imports taking up to 20 days.

- Customisation: Support includes assistance with SQL Reports, Dynamic Forms (Form Builder), and DocX Templates, which typically have a two-week turnaround time

- Specialised and customisation services are chargeable, and timescales begin from when sign off on specs is achieved.