

# Product support services

Our Support team offers round-the-clock customer support services five days a week (24/5). Whether you're starting out or need advanced assistance, we ensure a smooth experience. Our team includes Managers, Team Leads, and Principals, each bringing diverse expertise.



## Before Reaching out

Please utilize our extensive [knowledge base](#) to find immediate answers to common queries. This valuable resource is designed to help you find solutions quickly and independently.

## Our Support Channels

### ✉ Email Support

#### Contact

Reach out to  
[support@officernd.com](mailto:support@officernd.com)

#### Benefits

- ✓ Automatically creates a support ticket.
- ✓ Quick and user-friendly interface.
- ✓ Ability to CC other team members for visibility.

### 💬 Live Chat

#### Contact

Use the live chat option to  
get rapid response times 24/5

#### Benefits

- ✓ Immediate support accessible to all customers.

## Ticket Submission

### Contact

Submit a ticket via our [ticket form](#).

### Benefits

- ✓ Structured format with intuitive question hints to guide you.
- ✓ Option to include colleagues via CC.
- ✓ Supports severity levels to prioritize critical issues.

## Phone Support\*

### Contact

Call to one of our toll-free support phone lines:

US: +1-888-307-1053

UK: +44-800-066-8187

### Benefits

- ✓ Immediate personal support for urgent matters

*\*Exclusive to Ultimate Support package subscribers, a unique personal code is required.*

# Subject Matter Expert

Our support agents possess unique expertise across a range of domains, encompassing API, Mobile Apps, Integrations, Data Analytics, and Core Products and features.

# Service Level Agreement

SEVERITY	DESCRIPTION (EXAMPLE)
Critical / SEV 1	A problem is preventing the platform from functioning normally and there is no workaround to enable you to continue executing your business operations.
Restricted Operations / SEV 2	A less severe problem that may restrict the usage of the platform but does not prevent it from operating.
RestricNormal / SEV 3	Questions and feedback on the platform features and functionality.

SEVERITY			RESOLUTION TIME
	Ultimate support package	Standard support package	
Critical / SEV 1	4 Business hours	1 Business hour	Up to 5 Business days
Restricted Operations / SEV 2	24 Business hours	8 Business hour	Up to 7 Business days
Normal / SEV 3	24 Business hours	10 Business hour	Up to 14 Business days

## Benefits

### 1 24/5 Availability

Always ready to assist, ensuring support is just an email or call away.

### 2 Expert Guidance

Our team's varied experience guarantees knowledgeable support for any issue.

### 3 Multiple Support Channels

Flexible communication options, including email, chat, tickets, and phone.

### 4 Efficient Resolution

Automated ticketing and structured support speed up the problem-solving process.

### 5 Tailored Assistance

Specialized support in areas like APIs, mobile apps, and analytics to enhance your platform use.

## Outcomes

Our support structure is designed to fast-track your journey to value, helping you leverage our platform to its fullest potential. Whether it's a simple question or a complex integration issue, we're here to help you excel.

For any questions or further assistance, feel free to contact our Support team. We're dedicated to your success and available 24/5 to ensure you get the help you need when you need it.