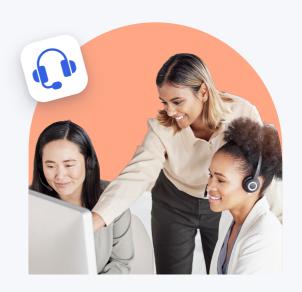
Product support services

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 <u>knowledge base</u> 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

Benefits

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

요 Live Chat

Contact

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

Benefits

 Immediate support accessible to all customers.

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

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.			

^{*}Exclusive to Ultimate Support package subscribers, a unique personal code is required.

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 housr	Up to 7 Business days
Normal / SEV 3	24 Business hours	10 Business housr	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.

Multiple Support Channels

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

4 Efficient Resolution

Automated ticketing and structured support speed up the problemsolving 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.