

SERVICE LEVEL AGREEMENT FOR JIRA WORKFLOW TOOLBOX SUPPORT

Support requests will be responded within 24 business hours from the time of the initial request. The vast majority of support requests will be answered the same business day. We will not be responsible for any delays caused by the customer.

BUSINESS HOURS AND RESPONSE TIME

JIRA Workflow Toolbox business hours are from 8:00 to 16:00 GMT, Monday through Friday. All requests are answered within 24 business hours, excluding Spain's [national holidays](#).

SUPPORT CHANNELS

Support maybe requested through the following channels:

- Submitting a ticket at issue tracker system: <http://support.workflowarts.com>
- Sending an email to: support@workflowarts.com
- JIRA Workflow Toolbox Help Forum: <http://forum.workflowarts.com/>

JIRA WORKFLOW TOOLBOX SUPPORT INCLUDES

- Configuration assistance for all the features included in JIRA Workflow Toolbox.
- Guidelines and best practices on JIRA Workflow Toolbox.
- Help with troubleshooting problems with JIRA Workflow Toolbox.

JIRA WORKFLOW TOOLBOX SUPPORT DOES NOT INCLUDE

- Phone support.
- Product training.
- Support for JIRA configurations not related to JIRA Workflow Toolbox.
- Support in any language other than English and Spanish.