

Threekit Support Policies

Goal

Threekit is passionately dedicated to making our customers successful and Customer Support is a key part of that. The details of our Support Policies are outlined below.

How to get Threekit support?

For customers who have purchased a Threekit license, the most expedited way to receive support is to log a case at <https://support.threekit.com>. Each case is assigned directly to one of our Threekit support agents, who will provide one-on-one guidance and troubleshooting for any reported questions or issues. Customers may also email us at customersupport@threekit.com to receive assistance and automated ticket creation.

What is our initial response time (Service Level Agreement)?

	Critical	Urgent	High	Medium
Severity Definition	Business stopped	Business severely impacted	Business moderately impacted	Little to no business impact
Example	Player on site is non-functional	Player is functional, but certain products have issues	Player works, has minor confusing cosmetic issues	How-to question or other low urgency issue
Standard Support	4 Hours	2 Business Days	2 Business Days	2 Business Days
Premier Support	2 Hours	4 Business Hours	1 Business Day	2 Business Days

When is support available?

- For non-critical cases, the support hours are Monday to Friday from 3am to 6pm Eastern Standard Time (Excluding Holidays)
- For critical cases, the support hours are 24 hours a day, 7 days a week.

What do we support?

Our standard support offering includes support for everything natively in the Threekit platform. This includes, but is not limited to, assets, catalog items, configuration logic, the editor, the player, imports and exports, analytics, organization and user administration, renders, basic player website embeds, and out-of-the box integrations with eCommerce sites.

Our premier support offering includes custom (not out-of-the-box) integrations to third-party systems, including eCommerce, customer relationship management, configure-price-quote, enterprise resource planning, and order management systems. We also provide custom code support for those customers who are utilizing our APIs for configuration or admin tasks or are using a customized user interface.

Our forum, located at <https://community.threekit.com/>, can be utilized for any questions or issues by any customer regardless of support level, however, these posts are not subject to the SLAs listed above.

What do I need to do when logging a case?

Provide us with as much information as possible to help diagnose the issue. We want to make sure all issues are resolved as quickly as possible, and the more information we have, the quicker we can diagnose. Some things we ask for include:

- Case Priority (see column titles in above SLA section)
- Issue type (error, question)
- Application area (editor, composer, configurator, player, etc.)
- Live site or Threekit admin links where we can see the issue
- Steps to reproduce the issue
- When the issue was first noticed
- Expected behavior
- Any other information you feel may be relevant

How about Planned Maintenance?

Threekit may schedule routine maintenance during which time the Threekit application could be unavailable. Maintenance will be scheduled and posted at <https://status.threekit.com>, where anyone is able to subscribe and receive updates as maintenance is done on the Preview and Production environments.