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# SmartBear Product Support Manual



# Introduction

This document describes SmartBear Software's support services, their availability and response times, so that customers can obtain effective and timely solutions.

## Document Version

SmartBear updated this document on November 18, 2019. This update supersedes the previous versions of the document. The company may update the document in the future. You can get the latest version any time at <https://support.smartbear.com/support/media/pdf/SSG.pdf>.

## Audience

This document is for –

- SmartBear customers
- SmartBear employees

# Table of Contents

- SmartBear Product Support Procedures..... 4
- Contacting Support..... 4
- Product Support Services – Access and Availability ..... 5
  - Enterprise Products .....5
  - SaaS Products ..... 6
- Product Support Definitions ..... 7
  - Initial Response, Follow-Up and Escalation..... 7
  - Priority Definitions Table .....8
  - Response Time .....9
- Update Policy..... 10
  - Enhancements .....10
  - Defects.....10
  - Defect/Enhancement Priorities.....10
- Zephyr Standalone Platinum Support..... 11

## SmartBear Product Support Procedures

SmartBear provides assistance in several ways:

- \* Our customers or trial prospects can access online information via our SmartBear website, [smartbear.com](https://smartbear.com). Our website contains online documentation, troubleshooting, and many other tools that will help you get the most out of our products.
- \* We also have several community forums for SmartBear products in which you can find responses to various questions asked from other customers. This is also where you can post your own question. Both our customers and SmartBear monitor these forums and provide answers.
- \* Finally, if you cannot find an answer to your question via our website, you can also submit a ticket to our Customer Care team via our website by selecting the "Contact Support" button on the Support Portal page (<https://support.smartbear.com>).
- \* For some of the products, we also provide live chat and telephone support. Please see more detail regarding this below.
- \* Support Services will be available to individuals who have been named, in writing, by customers or prospects eligible to receive support. Support eligibility requires an active maintenance contract, current product subscription, or a valid trial license.

### Contacting Support

SmartBear offers general-purpose, content-neutral Support Services and is not responsible for being aware of whether or not you are using the Support Services in connection with personal data or sensitive data. Generally, SmartBear will have no reason to know the actual content of your data. In connection with the foregoing, you agree that you shall not provide access to SmartBear, whether electronically (including during any technical support sessions) or otherwise, to any personal or sensitive data.

When our support teams receive your ticket, an individual will review the information you provide with the objective to provide an answer on *our initial response*. Our goal is to

respond in the time frames mentioned below. This will be based on the urgency of the situation and product. Sometimes we do not have all of the information to provide an answer or we may need to perform more research before providing an answer. In these scenarios our initial response will be to let you know we have reviewed the information and what our next steps will be.

We will also *provide updates on a regular basis*. The time frames of these updates are documented below.

Our team also tracks our dialogue with you as well as captures and tracks any information you have provided us such as log files, screen captures, etc. This information is tracked in our ticketing system. Consequently, you'll be able *to find out the status of your ticket* simply via our updates or by contacting us.

If the support engineer who initially took your issue requires assistance from someone, he/she will either consult with a colleague or *escalate your issue* to a more skilled engineer, e.g. senior technical support engineer, developer, etc. The timeframe of these escalation goals are driven by the severity of the issue and are listed below.

If you feel you are not receiving the appropriate response for an issue, please check to make sure we understand the urgency of the situation properly. You can also contact your Account Manager or Customer Success Manager who will ensure the appropriate manager is aware of your situation.

Your customer Care Engineer will make every reasonable attempt to understand your issue and help with a resolution. This may involve requests for you to provide additional information (access to applications, environments, systems, etc.) so that the support engineer can reproduce the issue and convey the situation to those that can help address it (product owners, developers, QA, etc.). If we are unable to reproduce the situation, then we sometimes will not be able to provide a resolution.

## Product Support Services – Access and Availability

SmartBear Support Services are accessible via the telephone, chat, our web form, website and forums. Access, availability, response time, escalation time and follow-up time is product-dependent.

The following table describes the access venue and availability times for each product area.

**For Zephyr users:** the table below lists regular support services. Zephyr Standalone users with Platinum Support get extended services. See page 11 for details.

### Enterprise Products

Products	Telephone / Live Chat	Email / Web form	Web site (self-help tools and forums)
AQTime Pro Bitbar Capture for Jira Collaborator CucumberStudio LoadComplete LoadNinja LoadUI Pro QAComplete ReadyAPI Secure Pro ServiceV Pro SoapUI Pro SwaggerHub TestComplete TestEngine TestExecute TestLeft Zephyr for Jira Zephyr Standalone	<p><b>CucumberStudio</b> A dedicated Slack channel is created on request.</p> <p><b>Other Products</b> Not available.</p>	<p><b>All Products</b> M-F, 12:00am–8:00pm EST excluding US National Holidays <a href="http://support.smartbear.com/product-list">support.smartbear.com/product-list</a></p> <p><b>CucumberStudio</b> M-F, 9:00am-11pm CEST excluding French National Holidays <a href="mailto:studio@cucumber.io">studio@cucumber.io</a></p>	<p><b>All Products</b> Always available (24x7x365) <a href="http://support.smartbear.com">support.smartbear.com</a></p> <p><b>CucumberStudio</b> <a href="http://cucumber.io">cucumber.io</a></p> <p><b>Zephyr</b> <a href="http://getzephyr.com/support">getzephyr.com/support</a></p>

## SaaS Products

Products	Telephone / Live Chat	Email / Web form	Web site (self-help tools and forums)
AlertSite Bitbar CrossBrowserTesting CucumberStudio QAComplete SwaggerHub Zephyr for Jira Zephyr Standalone	<p><b>All Products</b>            After Hours is available for emergency issues only.            US: 1 877 30ALERT                (1 877 302 5378)            International: 1 954 312 0188</p> <p><b>AlertSite UXM</b>            M-F, 8:00am – 8:00pm EST            excluding US National Holidays</p> <p><b>CrossBrowserTesting</b>            * Phone: 1-888-927-6973            * In-product chat is available</p> <p><b>CucumberStudio</b>            In-product chat (from the user account page).</p> <p><b>SwaggerHub</b>            In-product chat for users with maintenance subscription</p>	<p><b>All Products</b>            M-F, 12:00am – 8:00pm EST            excluding US National Holidays  <a href="http://support.smartbear.com/product-list">support.smartbear.com/product-list</a></p> <p><b>CrossBrowserTesting</b>  <a href="http://crossbrowsertesting.com/contact">crossbrowsertesting.com/contact</a>  <a href="mailto:support@crossbrowsertesting.com">support@crossbrowsertesting.com</a></p> <p><b>CucumberStudio</b>            M-F, 9:00am-6:00pm CEST            excluding French National Holidays  <a href="mailto:studio@cucumber.io">studio@cucumber.io</a></p>	<p><b>All Products</b>            Always available (24x7x365)  <a href="http://support.smartbear.com">support.smartbear.com</a></p> <p><b>CrossBrowserTesting</b>  <a href="http://help.crossbrowsertesting.com">help.crossbrowsertesting.com</a></p> <p><b>CucumberStudio</b>  <a href="http://cucumber.io">cucumber.io</a></p> <p><b>Zephyr</b>  <a href="http://getzephyr.com/support">getzephyr.com/support</a></p> <p><b>Zephyr for Jira:</b> we may forward Jira-related issues to Atlassian.</p>

## Product Support Definitions

### *Initial Response, Follow-Up and Escalation*

The SmartBear Software Product Support organization has established service-level objectives regarding the timing of the Initial Response provided to our Customers when a new support case is received as well as for Follow Up communication regarding the status of open cases.

#### *Initial Response*

Initial Response is defined as the first communication from Product Support acknowledging receipt and review of a support request or in-product chat.

New tickets will be created either automatically by a web-form or manually by a Technical Support team member.

When a ticket is created automatically, the submitter will receive an automatic response which will include the ticket number which we use for tracking purposes. This is part of the initial response.

The initial response is completed when a Product Support team member acknowledges receipt of the ticket or responds to an in-product chat. This can be a follow-up from an automatic submission or initial entry of the ticket when submitted via phone or chat.

During the initial response, the support engineer may request additional information or may communicate that additional research is required. The support engineer may also escalate to a more skilled engineer if required.

The Initial Response may be provided in various forms including:

- \* Via a support ticket response from Product Support, which would include the assigned case number, status, and next steps
- \* If applicable via a customer's first telephone or chat contact with the Product Support organization during which the issue was discussed with a Support Representative.

#### *Follow-Up Communications*

SmartBear Software Product Support defines Follow-up as communication between the assigned Support Representative and the Customer. This may include a status update, additional information exchange and/or next steps. Communication may be in many forms such as the telephone, chat (if applicable), email or directly updating the case information if it is available to the customer on-line.

#### *Escalation*

SmartBear Software Product Support defines Escalation as the protocol under which Product Support will escalate a case to higher skilled individuals in which their assistance is required to move a case forward. For example, when an issue needs additional help from development, the support representative will escalate to the development manager.

#### *Priority Definitions*

SmartBear will commit to initial response, follow-up and escalation times based on the severity of an issue. These severities are defined by product state or behavior so we can be as transparent as possible and set the proper expectations with you, our customer. The table below lists these severity definitions.

## Priority Definitions Table

Products	Urgent/Sev 1	High	Standard
<b>SaaS Products</b> AlertSite Bitbar CrossBrowserTesting CucumberStudio QAComplete SwaggerHub Zephyr for Jira Zephyr Standalone	A significant number of customers are impacted by the service, product, or major feature being unavailable. No reasonable workaround is available.	Service Behaviors defined under urgent, but is impacting a moderate number of customers. <ul style="list-style-type: none"> <li>* Is reproducible.</li> <li>* A work around is available that is reasonable in the short-term, but not in the long-term.</li> </ul>	Minimal operational impact: <ul style="list-style-type: none"> <li>* Cosmetic issue.</li> <li>* Efficiency issue.</li> <li>* Convenience issue.</li> <li>* Operational workaround is available.</li> <li>* Usage clarification that does not impact work performance.</li> </ul>
<b>Enterprise</b> AQTime Pro Bitbar Capture for Jira Collaborator CucumberStudio LoadComplete LoadNinja LoadUI Pro QAComplete ReadyAPI Secure Pro ServiceV Pro SoapUI Pro SwaggerHub TestComplete TestEngine TestExecute TestLeft Zephyr for Jira Zephyr Standalone			



## Response Time

The following matrix describes our response time, escalation time and follow-up time for each product and priority area. When reporting a case (see product support procedures above) it is imperative that you, the customer, provide us with enough information so we can determine the proper severity. Incorrect severity assignment can lead to improper response on our part which could impact your ability to get the most out of our products.

If you feel an issue is of an urgent nature, please use the most expeditious reporting mechanism available to ensure proper response.

The table includes First Response, Follow-up and Escalation based on business hours (one day is defined as one business day). Please note that **response times and escalation times only apply to phone, chat and web form.**

Products	Urgent/Sev 1	High	Standard
<b>SaaS Products</b> AlertSite Bitbar CrossBrowserTesting CucumberStudio QAComplete SwaggerHub Zephyr for Jira Zephyr Standalone	<b>All products</b> * First Response: 30 minutes * Follow-up: 1 hour or agreed upon time between customer and representative. * Escalation: 2 hours  <b>Bitbar</b> * Enterprise support: 8 hours * Standard support: N/A	<b>All products</b> * First Response: 4 hours * Follow-up: 8 hours or agreed upon time between customer and representative * Escalation: 2 hours  <b>Bitbar</b> * Enterprise support: 8 hours * Standard support: N/A	<b>All products</b> * First Response: 1 day * Follow-up: 2 days or agreed upon time between customer and representative * Escalation: 5 days  <b>Bitbar</b> * Enterprise support: 1 day * Standard support: 2 days
<b>Enterprise</b> AQTime Pro Bitbar Capture for Jira Collaborator CucumberStudio LoadComplete LoadNinja LoadUI Pro QAComplete ReadyAPI Secure Pro ServiceV Pro SoapUI Pro SwaggerHub TestComplete TestEngine TestExecute TestLeft Zephyr Standalone	<b>All products</b> * First Response: 2 hours * Follow-up: 4 hours or agreed upon time between customer and representative * Escalation: 1 day  <b>Bitbar</b> * Enterprise support: 8 hours * Standard support: N/A	<b>All products</b> * First Response: 1 day * Follow-up: 1 day or agreed upon time between customer and representative * Escalation: 2 days  <b>Bitbar</b> * Enterprise support: 8 hours * Standard support: N/A	<b>All products</b> * First Response: 2 days * Follow-up: 2 days or agreed upon time between customer and representative * Escalation: 5 days  <b>Bitbar</b> * Enterprise support: 1 day * Standard support: 2 days

## Update Policy

Product defects and enhancement requests are reviewed regularly by the SmartBear Software Product Management and Development organizations to assess whether the request represents an enhancement or defect and if it is assigned the appropriate priority. Product Management will determine, based upon the assigned priority, whether a patch will be made available for the current generally available release or whether an issue will be addressed in a future release through an update.

All defects and enhancements must be reported using the instructions provided in the Product Support Procedures at the beginning of this document.

### *Enhancements*

An enhancement is any additional feature or function that would make the product easier to use, improves workflow or end-user experience, embeds new technology, or provides easier integration with other application or databases. An enhancement is not of an urgent nature, but is an improvement on the current product. Enhancements are therefore handled as a standard priority matter.

### *Defects*

A software defect is a flaw in the product that is not working as designed or documented and impedes the workflow of a client.

### *Defect/Enhancement Priorities*

Product Management determines the priority of reported defects. The priority drives when a fix will be available. Refer to the Severity Definitions for an explanation of each priority.

- \* ***Urgent/Sev 1 Priority*** – SmartBear Software will work to provide a patch or work around that can be applied to the current generally available product release.
- \* ***High Priority*** – SmartBear Software will consider a patch or work around for the current generally available product release or will work to provide the fix in a future maintenance release.
- \* ***Standard Priority*** – SmartBear Software will consider a patch or work around for the current generally available product release or will work to provide the fix in a future maintenance release.

## Zephyr Standalone Platinum Support

Zephyr Standalone users entitled for Platinum Support get extended support services:

<b>First technical response time by defect priority *</b> Technical Response provided during business hours 24x5 **.	<b>Cloud</b> Urgent: 30 minutes High: 2 hours Standard: 12 hours	<b>On-Premise</b> Urgent: 1 hour High: 12 hours Standard: 1 day
<b>Extended support hours for urgent cases to support your global team</b> Urgent / Production Down Phone Support: Emergency phone number will be provided.	24 × 7	
<b>Scheduled Upgrade Assistance</b> Online calendar scheduling provided for guidance/assistance with a support engineer for Standalone upgrades.	Yes	
<b>Scheduled Technical Consultation</b> Pre-Sales Systems Engineer/Senior Support Engineer can be scheduled for technical discussions for up to 4 hours per quarter for training, help with configuration and implementation, best practices, upgrade and backup planning, and so on.	4 hours / quarter	
<b>Check-in calls with your Technical Account Manager</b> Includes review of all support interactions from previous month, technical consultation on plans, such as upgrades, expansions, feature requests, etc.	Monthly	
<b>Participation in our Customer Advisory Board</b>	Yes	

\* For information on priority types, see *Defect/Enhancement Priorities* on page 10.

\*\* All time reflect Eastern Standard Time.