

Overview

Technical Support Services

Agari Technical Support provides for an enhanced level of support, with online case submission and tracking. Agari's Technical Support includes:

- Online case submission and tracking through the Agari Customer Portal
- Toll-free telephone support
- 24x7 Knowledge base access to registered users
- 24x7 Critical Issue (P1) Phone Support with under one (1) hour response time
- Business-hour support providing call-back responses for all other issues

How to access our service:

In order to access Agari Technical Support, please contact us as listed below:

- For Priority 1 / 2 issues:
 - Call our toll-free telephone number: [\(855\) 682-1708](tel:8556821708)
- For Priority 3 / 4 issues:
 - Send an email to support@agari.com
- 24x7 Knowledge base access to registered users: <https://agari.zendesk.com/hc/en-us>

Technical Support Response times

Priority level	Response time	Definition
Priority 1	1 hour	Priority 1 means an existing environment is down or there is a critical impact to our customer's business operation.
Priority 2	2 hours	Priority 2 means operation of an existing environment is severely degraded or business operation are negatively impacted by unacceptable product performance.
Priority 3	One Business day	Priority 3 means operational performance of the environment is impaired, although most business operations remain functional.
Priority 4	Next Business day	Priority 4 means information is required on Agari product capabilities, installation, or configuration.