Service Level Agreement for Infosysta Atlassian apps

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When creating a support request through our Service Desk, we will respond within no more than 24 business hours from the time of your initial request.

We aim to answer Customer Requests in the same business day and to guarantee a high Quality of Service. Thus, we will use reasonable efforts to provide support in accordance with this Service Level Agreement, and will not be responsible for any delays caused by the customer for reasons beyond our control.

Business Hours and Response Time

Our team business hours are from 8am to 5pm GMT+4, Monday through Friday (i.e. all weekdays except Saturday and Sunday). Our office is closed on national holidays listed on this calendar for UAE. All requests are answered within 24 business hours, excluding national holidays. We are constantly monitoring our support channels to respect the high priority of our enterprise customers and any critical issues.

Support Channels

You can request support through one of the following channels:

- Submitting a ticket through Service Desk (signup is required for new customers)
- Sending an email to: support@infosysta.com

Our Support Includes

- Assistance with configuring all of our Atlassian add-ons
- Training and guidelines and best practices on our Atlassian add-ons
- Help with troubleshooting problems
- Help with issues arising out of our Atlassian add-ons upgrades