

Support

Working For Your Success

Sometimes things just don't go the way you expect them to. Your team has test cases to run, customers are expecting the next release to roll out flawlessly, you have a budget that you absolutely can't exceed, and all of a sudden - something goes wrong.

At these critical moments, you need a team that can provide you with answers, fast. You need a team that has in-depth knowledge of Tricentis Tosca and the problems that testers face. You need a team with an established, recognized, and award-winning track record of customer satisfaction. You need Tricentis Support. Tricentis Support is there to help you when the unexpected happens.

Gold & Platinum Support

Features	Gold	Platinum
Unlimited Incident Initiation	✓	✓
Unlimited Support Portal User Count	✓	✓
E-Mail Support	✓	✓
Live Chat Support	✓	✓
Telephone Support	✓	✓
Tricentis "What's New" Sessions	✓	✓
Upgrades, Patches, Hotfixes	✓	✓
In-depth Onboarding Sessions		✓
Customer Dedicated Support Representative		✓
Unlimited Free Online Training Courses		✓
Controlled Release Access		✓
Live Remote Assistance	on demand	on demand / ad hoc
Support Response and Synopsis Time	standard	twice as fast
Support Hours (hours per day / days per week)	24 / 5	24 / 7

For a detailed description of the listed features please refer to our Service Level Agreements at: <https://www.tricentis.com/contracts/>

Services

- Toll-free Phone Calls
- E-Mail
- Live Chat
- Remote Support
- Self-Service
- Community Platforms
- Product Documentation
- Knowledge Base Articles
- Product Downloads

The award-winning support team:



Gold Response/ Review Times (hours)		
Priority	Response	Review
Critical	8	16
High	16	32
Moderate	24	48

Platinum Response/ Review Times (hours)		
Priority	Response	Review
Critical	4	8
High	8	16
Moderate	12	24

Product Lifecycle

Support Option	Standard Support 18 months	Extended Support 18 months	End of Life
Self-service Resources	✓	✓	✓
Security-related Hotfix	✓	✓	
General Assistance	✓	✓	
Feature Enhancements	✓		
Critical Hotfix (bug fixes)	✓		
Non-critical Hotfix (bug fixes)	✓		



For more information about our Product Lifecycle, please refer to <https://support.tricentis.com/community/lifecycle.do>

Support Portal

The Support Portal provides you with a lot of useful information about the product and support services, for example:

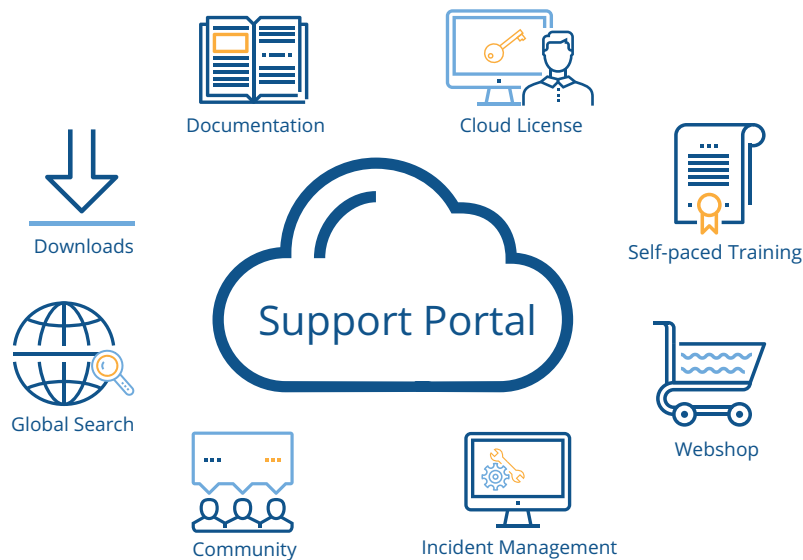
Support Channels: How to get in touch with the support team. <https://support.tricentis.com/community/contact.do>

Forum: Share your testing know-how with other users. <https://support.tricentis.com/community/discussions.do>

Knowledge Base: Find answers to specific questions. <https://support.tricentis.com/community/articles.do>

Training Courses: Get trained on specific testing topics. <https://support.tricentis.com/community/webshop.do>

If you would like to explore the **full scope of the portal**, please feel free to watch our **guided tour videos** at <https://support.tricentis.com/community/article.do?number=KB0011966>



About Tricentis

With the industry's #1 Continuous Testing platform, Tricentis is recognized for reinventing software testing for DevOps. Through risk-based testing, scriptless end-to-end test automation, and the industry's most extensive technology support, Tricentis breaks through the barriers experienced with conventional software testing methods. Our innovative technologies simplify testing for even the most complex enterprise applications—transforming testing from a roadblock to a catalyst for innovation.