

## 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	Platinum Support	Gold Support
Unlimited Incident Initiation	✓	✓
Unlimited Support Portal User Count	✓	✓
Email Support	✓	✓
Live Chat Support	✓	✓
Telephone Support	✓	✓
Live Remote Assistance "on demand" <sup>1</sup>	✓	✓
Live Remote Assistance "ad hoc" <sup>2</sup>	✓	
Controlled Release Access	✓	
Customer Designated Support Representative	✓	
Unlimited Free Online Training Courses	✓	

<sup>1</sup> on demand means scheduled remote assistance, when requested by Customer, in order to expedite fault, issue, and/or error analysis and synopsis.

<sup>2</sup> ad hoc means immediate remote assistance (incl. proper lead time), when requested by Customer, in order to expedite fault, issue, and/or error analysis and synopsis.

Support Hours	Platinum Support	Gold Support
	24/7	24/5

Response Times by Priority	Platinum Support	Gold Support
Critical	4 business hours	8 business hours
High	8 business hours	16 business hours
Moderate	12 business hours	24 business hours

For a detailed description of the listed features please refer to our [Service Level Agreements](#)

## Services

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

### Award-winning Support Team:



We are proud to be 2018 **TSIA STAR Award** Winners!



**5 years** in a row!



**100% Certified** Support Staff



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# About Tricentis

Tricentis, the Continuous Testing Company, specializes in market leading agile software testing tools for enterprises. We help Global 2000 companies adopt DevOps and gain success by achieving automation rates of over 90%. Top analysts recognize Tricentis as a leader in Software Test Automation, with Model-based Test Automation and Test Case Design as standout features.

Our 600+ customers include global names from the Top 500 brands such as A&E, DB Schenker, Deutsche Post, EVN Netz, Generali, Glencore, HBO, JetBlue and Toyota. Tricentis has offices in Austria, United States, Germany, Switzerland, UK, Netherlands, Poland, Australia, India and Singapore.

## Product Lifecycle | Tricentis Tosca

### Release



Support Option	Standard Support	Extended Support	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 Lifecycles, please refer to <https://support.tricentis.com/contracts>



## 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>

### Community

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>

