

STANDARD SUPPORT SERVICE PLAN

for SalesBabu CRM & other SalesBabu Cloud Services

GENERAL: The Standard Support Service Plan is included and provided to all users who have subscribed to SalesBabu CRM and other cloud services. SalesBabu Support Team will use commercially reasonable efforts to contact the user through call or email within Two (2) business days and will use commercially reasonable efforts to promptly resolve each issue. Actual resolution time will depend on the nature of the issue and the resolution. A resolution may consist of a fix, workaround or other solution as reasonably suggested.

SUPPORT AVAILABILITY: Support is available on all working weekdays, excluding holidays, during local business hours from 10AM to 6PM.

TICKET RAISING: Users must log a ticket by logging in the SalesBabu application, click Help menu, Click “Raise Ticket”, then provide the requested information and clicking the Submit button. Upon Ticket submission, Users will be asked to provide their company name, contact information and issue details, and each ticket will be assigned a unique ticket number

Severity Critical related issues can also be raised by calling the Customer Support Helpline as provided in the application or email to support@salesbabu.com

SEVERITY LEVELS: Ticket raised will be categorised and processed according to the severity of the case as follows:

SEVERITY LEVEL	REMARKS
Critical	Critical production issue affecting all users like system unavailability with no workaround available.
High	Major functionality or significant performance impact which is persistent and affects many users. No workable workaround available.
Medium	Performance or functionality issue affecting some but not all users. Work around available but resolution needed.
Low	Enquiry, information, clarification or training request related to application features & configuration and minor bug affecting small functionality. Work around available but might need resolution for better usability.

Critical Issues can also be emailed or can call to support helpline.

ESCALATION: Issues reported which are reproducible but are not promptly resolved are escalated to higher customer support tiers for further investigation and resolution.

SIMULATING ERROR: SalesBabu team should be able to simulate the scenario related to the issue raised in the test environment in order to resolve them. Customer agrees to work closely and cooperate with the SalesBabu customer support team to reproduce the scenario and help in troubleshooting activities related to the ticket raised.

EXCLUDED ITEMS: The Standard Support Service Plan does not include any of the following:

- User specific Additional Customization related work
- Assistance with non SalesBabu services, products or technology, including implementation, configuration or use of third party technologies and software like database, computer network, internet, or external third party software and services
- Assistance with installation or configuration of internet, networking, hardware, including computer, laptop, printer or scanners.

CHANGES TO Standard Support Service Plan: SalesBabu may change its Standard Support Service Plan from time to time in its sole discretion. Up to date, latest version of service plan is available at <https://salesbabu.com/support-service-plans>