softpoint.

SoftPoint Customer Care Policy

1.Introduction

It is SoftPoint's policy and responsibility to provide excellent service to its customers. Customer feedback helps us to measure whether our products and services are meeting our customer needs and expectations. It also helps us to identify problems that need to be solved. High quality customer service depends on customer feedback. While praise is always welcome, constructive criticism is truly helpful in the long run. The purpose of this policy is to establish uniform standards and feedbacks for responding to customers, thus making sure those responses are timely and that issues do not "call through the cracks." The policy strives to treat every interaction with the customer as and opportunity to produce a satisfied customer, or at least one who feels that he or she was listened to and taken seriously, even if it was not possible to meet his or her request.

2. Severity of care requests and targeted response time

Table below describes the severity of customer care requests. It is important that severity of care requests are properly identified by customer. SoftPoint reserves the right to change the severity of the tickets at its discretion. Each severity has assigned targeted response time for SoftPoint to respond to the care request. The time for the solution of the care request will vary depending request to request.

	Severity	Description of severity	Targeted response time
1	Blocker	Stops all business processes and all users	1 hour
2	Critical	Stops major part of processes and significantly affects large number of users	4 hours
3	Urgent	One or more users cannot follow the key business processes or major part of the business has serious issue	8 hours
4	High	One or more users have significant problem or parts of business processes have minor issues	24 hours
5	Standard	One or more users have minor problem	72 hours

3. Accessing SoftPoint's customer care

There are 2 ways to access customer care
Email: customer_support@softpoint.sk
customer portal: https://qticket.softpoint.sk/

3.1 Email. Please email your request to customer_support@softpoint.sk. This will automatically generate ticket in our customer portal. You will receive back email notification to confirm generation of your care request and to inform you about the care request number.
Subject line should briefly state the nature of your care request and severity of the issue.
Email message body should start with name of the tool and environment for which you are raising care request. Please also ensure you state as much detail as possible about your care request, including screenshots or attachments. Please also ensure to

3. 2 Customer portal. Our customer portal https://qticket.softpoint.sk/ provides access to all care requests raised by all users of same customer. Selected users from each customer have access to customer portal and can initiate new care requests, review all care requests raised by other users of same customer, review and accept solutions of care requests. More detailed user manual is provided to selected users of each customer.