



CybeReady Service Level Agreement

CybeReady Support Programs provide services to optimize your installation and on-going production and ensure maximized security, project success and a positive return on your investment. We offer a Standard Support Program that guarantees response times, phone contact, access to our customer support portal and software upgrades to address your unique needs.

SLA definitions

Severity	Description
P1	There is a direct and immediate impact on customer's production work. E.g. an attack sent creates an immediate reaction by most of the users and that requires immediate response of the security team
P2	Indirect or low impact on customer's users. E.g. double intensity set for users incorrectly/not intentionally
P3	All others E.g. Incorrect language set for specific user

Communication

Email support	support@cs.cybeready.com
Open a ticket	https://dashboard.cybeready.com/login
Knowledge-base Portal	https://cybeready.atlassian.net/servicedesk/customer/portal/1
Dedicated Customer Success Expert	email



SLA program

Issue Type	Severity	First Response	Resolution
Problem / Malfunction	P1	4 BH	Continuous through business hours to resolution or workaround. E.g. Specific message is removed or service is stopped until message is replaced and approved
	P2	NBD	By priority during business hours E.g. double intensity is disabled
	P3	NBD	By priority during business hours E.g. Language corrected
Request	P1	NBD	By priority during business hours E.g. Remove message due to customer similar internal process (HR Survey)
	P2	NBD	By priority during business hours E.g. Change PII setting
	P3	NBD	By priority / According to business limitations E.g. Update users list will not be executed during the last 3 days of a campaign

* All time frames refer to business hours or business days. The platform service is normally delivered / attacks are sent during business hours 9-5.

Thank you!
 CybeReady Success Team