GeneXus™

SLA

Technical Support
Response Times

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Introduction

The GeneXus support team is responsible for handling requests from all users under warranty or up to date with their annual Globant Enterprise AI subscription.
Depending on the origin country of the inquiry, it may be handled directly or through local channels.

In order to implement this, there is a hierarchy structure modeled with a system called Issue Tracking where tickets can be tracked in order to ensure the quality of responses.

Reporting Incidents to the Support Team

Inquiries can be sent by email to enterpriseai@genexus.com or directly via Web to the Tracking System. This access method is the most advisable, since the application guides the user in reporting the inquiry, ensuring that the support team receives all the necessary information to respond in the shortest possible time. At the same time, it allows users to follow up on them.

The service is available Monday through Friday (except holidays) during GMT-3 business hours.

If an inquiry is sent by email, the email address from which it is sent must match the one registered at genexus.com/registration.

Regardless of whether the inquiry is sent by email or entered from the web application, the most important data to define is its Priority, according to the following information:
- **Level 1/High**: Production down - This is the most critical case in which an application in production is down.
- **Level 2/Medium**: Development down - There is a problem that makes it impossible to continue the development work.
- **Level 3/Low**: General inquiries, suggestions, etc. - These cases are non-critical situations.

When sending inquiries by email, their priority should be included in the subject line.
For example: "Level 2: I get an error when running Globant Enterprise AI".

Assigning the most adequate priority to each inquiry is essential for maintaining the quality standards of the service.
In all cases, an inquiry enters the system and a ticket number is assigned to it. With this number, the customer can query the status of the ticket at any time, as well as add additional information, make comments, etc.
If the support staff needs more information about a ticket in order to solve it, the customer will receive an email with the request. This email will contain a link to answer the request from the Web application.
Also, it will be possible to directly answer the email sent by the support staff. In both cases, the ticket will be updated in the system. All ticket-related communications between the customer and the support staff are recorded in the system, allowing for full traceability.

Response Times of the Technical Support Team (SLA)

Tickets reported with Level 1/High priority: Support response within 24 hours indicating which technician took the ticket. This technician will work with the customer to define actions that will lead to the identification of the issue raised and its solution. These actions will depend on the situation described; for example, more information may be required or, once the issue is identified, they can include providing a fix, a procedure to be executed, or a workaround in the application.

Tickets reported with Level 2/Medium priority: Support response within 48 hours indicating which technician took the ticket. This technician will work with the customer to define actions that will lead to the identification of the issue raised and its solution. These actions will depend on the situation described; for example, more information may be required or, once the issue is identified, they can include providing a fix, a procedure to be executed, or a workaround in the application.

Tickets reported with Level 3/Low priority: Support response within 72 hours.