

Service Level Agreement (SLA)

FlowyTeam works constantly to improve its commitment to quality customer support. We kindly ask you for your assistance to help us respond to your requests in the most efficient way by providing all relevant information about the problem you are facing.

FlowyTeam service level guarantees for uptime, system response and issue response/resolution are as follows:

Availability/Uptime

FlowyTeam online services have an uptime guarantee of 99.9%.

In case of planned downtimes for maintenance, FlowyTeam will give at least a notice to its customers of at least 2 weeks. Our maintenance activities are usually performed on Saturdays or Sundays.

System Response

FlowyTeam focuses in developing and rolling out products / services with great user experience, which includes excellent system response times. We aim for UX responses to be less than 2 seconds on average.

Issue Response & Resolution

	Low (P4)	Medium (P3)	High (P2)	Urgent (P1)
Priority Description				
Severity	No impact to standard workflows. Work around available to circumvent the issue.	Minor Interruption to standard workflows. Work around available to circumvent the issue.	Major Interruption to critical processes affecting a subset of users. No work around available.	Severe interruption to work, impacting all users. No work around available.
SLA Targets				
First response time	Same business day	Same business day	Within 2 h	Within 1 h
Resolution time	Within 2-4 weeks	1-2 weeks	2-3 business days.	24 h

Support

Our support team will answer any issues for P1/P2/P3/P4 category with the best possible solution via email or via the support section in FlowyTeam software.