

# Perryman & associates

## Client Support Request Protocol

### Accessing Perryman Support

Perryman Software Support hours are 8 am to 5 pm (ET) Monday to Friday, except Holidays\*. Support can be reached two ways, by email or by calling.

Email [support@Perryman-sw.com](mailto:support@Perryman-sw.com)

Phone 386.734.6379 x 4 or 800.551.6875 x 4

Clients will receive email acknowledgment of their request for support within 30 minutes, the average response time is 5 to 10 minutes. The response will state that the request has been received, logged, assessed and assigned to a Consultant. This process creates a Support Ticket with a Reference Number. The Client will receive the Ticket Information and/or communications from Support, and may also be asked for more information about the request, including capturing screen shots that may show or demonstrate the issue(s).

### Request Classifications

Client requests for support are classified as Standard or Critical priority.

### Requests for Standard Support

Standard requests are defined as any non-mission-critical issues. Examples of Standard requests are help with anything not related to payroll or immediate critical functionality of the business or software.

Standard requests, once assigned to a consultant, will be scheduled by the Support Team or addressed by the Consultant within one business day of the request.

### Requests for Critical Support

Critical requests are defined as anything that is mission critical, i.e., payroll, the system is down, or functionality necessary to conduct business is down.

When a request for Critical Support is made, a deadline is required from the Client that includes the time and date that the issue must be resolved, such as "Payroll is processed at Noon on Thursday."

A Support Ticket will be assigned to a Consultant immediately and a Client can expect to hear from the Consultant within 1 hour to resolve the issue or to schedule a time to resolve the issue, *if time allows*.

### Post-Support Processes

Once the work has been completed and the issue is resolved, the Ticket is closed. Perryman Client Care reaches out to the Client once a Ticket is closed to ensure that there is no need for further assistance. The follow-up includes a survey for the Client to complete about their level of service received.

If, for any reason, the Client needs further assistance with the same issue, Support will reopen the Ticket and alert the assigned Consultant so that they may continue to address the issue.

*\*Perryman Holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the Friday following Thanksgiving, Christmas Eve – close at Noon, Christmas Day and Boxing Day. Client notifications are sent prior to Holidays to confirm Office and Support Hours, as some years Holiday Observances are not on the actual calendar date. For instance, in 2021, the Fourth of July will be observed on Monday, July 5<sup>th</sup> and Christmas falls on a Saturday, therefore the offices will be closed from Noon on Thursday, December 23<sup>rd</sup> through Monday, December 27<sup>th</sup>, Boxing Day.*