



# Customer Support

Bentonville Software Associates is committed to providing “best-in-class” support to our customers. The following support is available to our customers:

## Services Desk

The Shiloh Service Desk provides support and assistance to customers on data and application questions during normal business hours:

**Monday** 7 AM - 5:00 PM CT  
**Tuesday-Friday** 8 AM - 5:00 PM CT  
**Phone** 479.464.7398

## Technical Support

After normal business hours: Please leave a detailed message, contact name and phone number and our on-call technician will contact you within the hour.

**Offered** 24/7  
**Phone** 479.464.7398

## Getting Help

A variety of solutions are available:

- Help Files within Shiloh
- Submit a Service Ticket via telephone (479.464.7398)
- Frequently Asked Questions
  - Select Help from the Shiloh's menu bar / Frequently Asked Questions
  - Submit a questions not found: Select the Ask button in the toolbar and submit question

Support Service Level Agreement						
Issue Level	Type of Problem	Service Desk Notified	Client Sys Admin. Contacted to Acknowledge Ticket	Client Support Time to Resolve Issue	Development Time to Resolve Issue	Time to Escalate to Management if Not Resolved
<b>Critical</b>	Down production system that affects the customers business.	Immediately	1 hour	2 hours	4 hours	7 hours
<b>High</b>	Halts on-going development, or causes downtime or data corruption, or major failure of expected functionality, or operational but degraded or limited use.	Immediately	1 hour	2 hours	4 hours	7 hours
<b>Medium</b>	Feature failure, without a work-around, but system is operational	Immediately	1 business day	1 business day	1 business day	3 business days
<b>Low</b>	New feature idea	Immediately	1 business day	N/A	Will advise customer	N/A