

Support Packages

More Options. Greater Access.

With your workforce management system, you'll need a partner in crime by your side for every step of the journey. WorkForce Software® is ready to assist with an enhanced lineup of customer support plans to give you even greater access, convenience, and responsiveness from our highly trained support analysts from around the globe.

Regardless of the support plan you choose, you can expect no less than an experienced and knowledgeable staff dedicated to your organisation because at WorkForce Software, we value your partnership. You can call or contact us on any number of reasons including questions on:

- Calculations
- User roles
- Access rights

With an average of over a decade of IT experience and strong technical and business training, our army of support analysts will be prepared to handle any type of challenge. Additionally, Customer Support interacts daily with our Project and Account Management teams ensuring transparent communications and hastening the discovery and resolution of even the slightest concerns.

Our support plans guarantee a team that sets a high bar for responsiveness and consistently exceeds it. You'll also receive personal attention and service from start to finish. The first step in any service ticket is a human review by one of our Queue Managers. WorkForce Software offers certification for customers to ensure every call gets quickly resolved whether you choose standard or premium support.

Strategic Reviews

We prioritise taking the time to understand your organisation so we can strategically leverage your business goals and provide recommendations tailored to your needs. In formal reviews your account team will explore new ways for your organisation to take advantage of your WorkForce Suite investment, investigate ticket patterns and resolutions and have a broad-based discussion of forward-looking goals. With our additional consultative offerings, we provide Health Checks and Gap Analysis packages to enable your team to move swiftly and confidently when making future configuration changes.

Extra Perks and Benefits

Our enhanced customer support packages also reward you with discounts on valuable services including a growing library of additional training courses. These support packages are available through Standard and Premium support plans. Key elements of each package are outlined below:



Support Features	Standard Support	Premium Support
Live phone support from 8 am to 6 pm Monday - Friday (in your time zone)	24x7 (Critical issue coverage outside of business hours)	24x7 (Critical issue coverage outside of business hours)
Certification Requirements	Level 1: Base Admin Certification	Level 1: Base Admin Certification Level 2: Advanced Certification
Support Contacts	Up to 6 Support contacts, 2 must be certified + 4 Authorised contacts available	Up to 10 Support contacts, 2 must be certified +4 Authorised contacts. Any remaining slots must be certified.
SLAs	85% response time SLA's, no resolution SLA	98% response time SLA's, no resolution SLA
Health Check	10% off Health Checks	Annual Health Check
Gap Analysis	No Gap Analysis offered	Annual Gap Analysis
Access to Vision	10% off Vision ticket	20% off Vision ticket
Billable Rates	10% off WorkForce's standard hourly rate for all post implementation services	20% off WorkForce's standard hourly rate for all post implementation services
Terminal Support	2-3 week repair/replacement turnaround <i>*limited to shipping cutoff times and international delays</i>	Next business day repair/replacement turnaround <i>*limited to shipping cutoff times and international delays</i>
Compliance Portal Access	None	Included

Additional Support Offerings

Support Features	Details
Certification	<ul style="list-style-type: none"> Level 1: Base Admin Certification: Time and Attendance Troubleshooting – required for Standard Support Level 2: Advance Certification (Level 2): Time and Attendance Maintenance – required for Premium Support
Health Check	A high level analysis identifying current pain points. Estimated to be 10-20 hours of meetings with WorkForce key experts and the customer to provide an overview of the current workforce implementation. The key deliverable is a summary of high level recommendations to improve customer satisfaction with WorkForce solutions.
Gap Analysis	An in-depth analysis of the configuration/environment where WorkForce consults with the customer, conducts interviews and provides an executive summary of recommendations. Estimated to be approximately 50+ hours of interviews, deep dive and presentations at customer site. The key deliverable is a detailed presentation outlining the improvement areas to optimise the customer's implementation investments.
Annual Toolkit	<p>After the completion of Level 1: Base Admin Certification course, this offering is provided on an annual basis for Premium Customers. A Support member will meet with the customer to set up/confirm they are properly established with Support for day-to-day functions. Sample items include:</p> <ul style="list-style-type: none"> Granting everyone super user access to all cases in Salesforce Making sure everyone has the key to their SFTP area Working with customer on any firewall issues Making sure appropriate individuals are on the SaaS contacts list Ensure the appropriate individuals are on the mailing list to get communications Confirm the authorised contacts are still valid Provide access to DEBUG is enabled in all environments