

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
- Terminal functions
- System performance
- ...and much more.

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 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	Standard Rates Apply	One Health Check per Schedule Term
Access to Vision	Standard Rates Apply	20% off Vision ticket
Billable Rates	Standard Rates Apply	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 for Premium Support customers with WorkForce Time & Attendance

Offering Details

Support Features	Details
Certification	<ul style="list-style-type: none"> Level 1: Base Admin Certification: Troubleshooting – required for Standard Support Level 2: Advanced Certification: Maintenance / Administration – required for Premium Support
Health Check	Health Check Service is defined as an in-depth analysis of the configuration/environment where WFS consults with the customer, conducts interviews and provides an executive summary of recommendations
Service Request & Managed Services	Offerings to engage with WorkForce experts and provide an avenue for implementing continuous change and value to your WorkForce product suite as business rules and regulations evolve.