

Support Scope Overview

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Our support services are designed to ensure that your system operates reliably, and that issues impacting existing functionality are resolved as quickly as possible.

Support requests generally fall into three categories: Included Support, Limited Support, and Billable Services.

Included Support

Included Support covers troubleshooting and a path for resolution of issues where standard product functionality is not working as expected. A resolution may mean the identification of a defect and escalation to Development for review.

Examples include:

- A feature or function that previously worked stops working unexpectedly
- Errors or failures within standard system functionality
- Assistance identifying the cause of unexpected system behavior
- Troubleshooting supported components of the application
- Data Work, if less than 15 minutes (in some scenarios)

The goal of Included Support is to restore normal operation of existing functionality.

Limited Support

Limited Support includes requests where the support team can provide guidance, documentation, or best-practice recommendations, but may not perform the work directly.

Examples include:

- Guidance on database administration tasks
- Best-practice recommendations for configuration
- Assistance identifying infrastructure-related issues in on-premises environments
- Providing workarounds or instructions for system administration tasks

For on-premises installations, customers are responsible for managing their own infrastructure, including:

- Servers
- Operating systems
- Network configuration
- Hardware

Support can assist with application-related troubleshooting but does not manage customer IT environments.

Billable Services

Some requests require configuration work, administrative tasks, or development services that fall outside standard

support. These requests may require a billable professional services engagement.

Examples include:

Configuration or Environment Changes

- Resolving issues caused by recent configuration changes
- System adjustments or troubleshooting requiring extended work
- Data restoration or recovery tasks

Custom Development and Integrations

Support for developed customizations, including:

- API integrations
- Enhanced Action Patterns
- Custom scripts or workflows

These services are billable even if the customization previously worked.

Feature Enablement

- Enabling or configuring new features that were not previously implemented
- Configuration of features purchased but not originally implemented

Data Services

- Data mapping
- Data merges
- Data fixes
- Large-scale data corrections or restructuring
- For an explanation of Data Work that support can provide,[refer to this article](#).

Infrastructure and System Administration

- New hardware configuration
- Server installation or reinstallation
- Database administration tasks performed on behalf of the customer

After-Hours Requests

- Non-emergency support requests outside standard support hours

Quick Reference

Request Type	Included Support	Limited Support	Billable Service
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Request Type	Included Support	Limited Support	Billable Service
Feature that previously worked stops functioning	✓		
Investigating unexpected application errors	✓		
Guidance on database or configuration tasks		✓	
Troubleshooting on-premises infrastructure issues		✓	
Fixing issues caused by configuration changes			✓
Troubleshooting custom integrations or code			✓
Enabling new system features			✓
Data mapping or data merges			✓
Server installation or reinstallation			✓
Non-emergency after-hours support			✓
Training			✓