

Connected Worker Platform® Enterprise Support Program

Last Updated July 18, 2022



1. User support Levels

Parsable will provide support to Customer as follows:

Support Level	Responsible Party	Details	Examples
Level 1 (Frontline)	Customer	Customer will provide Level 1 support for basic issue resolution. Parsable will provide training and materials for Customer's support personnel to handle Level 1 support queries from Customer Users. Parsable will maintain an up-to-date online Help Center site that will be accessible by Customer's support personnel to help resolve frequently asked questions.	Issues addressed by the "Train-the-Trainer" or Help Center content, including: <ul style="list-style-type: none"> • How to create a job template • How to add a new user as an Admin or Author in the admin interface • How to complete a job in the Client application • Device and app version updates
Level 2	Joint	Issues that cannot be resolved by Level 1 can be escalated to Parsable. Customer and Parsable will work together to resolve the issue.	<ul style="list-style-type: none"> • Advanced particulars of job template creation, execution, or analytics • Support for integration scripts and infrastructure dependencies • Environment provisioning and feature flag enablement
Level 3 (Engineering)	Parsable	Level 3 issues will be handled by the Parsable product and engineering team. This may involve the Parsable engineering team engaging directly with appropriate Customer personnel as necessary.	<ul style="list-style-type: none"> • Technical issues that require code changes • Issues that require a new version release

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2. Help and Enhancement Requests

Authorized Customer Personnel (defined as named Parsable Service Administrators) can submit issues affecting their Users or feature/enhancement requests for improving the Service to Parsable by filling out an online support ticket via email at help@parsable.com when logged in to the Service. Such Authorized Customer Personnel may also directly contact their Parsable dedicated account personnel/team. Parsable recommends that the Customer organizes a centralized structure for such help and enhancement requests. If an issue requires more in-depth investigation Parsable may make contact via phone or a video conference. In order to submit support tickets Customer Personnel must have successfully completed the “Parsable Basic Training” course and a module on how to request support.

3. Issue Severity Matrix

xLevel	Definition & Example	Standard Initial Response Times**
P0	<p>Definition: The Service is</p> <ul style="list-style-type: none"> a) unusable for the majority of Users or b) Customer is experiencing significant security vulnerability and/or customer data integrity defects or c) Customer is experiencing loss of customer data in the Service <p>Example: All Parsable users are unable to login.</p>	4 hours
P1	<p>Definition: Issue significantly inhibits or impairs usability of a key feature for a large group of users.</p> <p>Examples: Customer content authors are unable to create job templates. End users cannot be added to jobs. Other functions work properly.</p>	1 business day
P2	<p>Definition: Issue with minor usability impact or that impacts a single or small number of users</p> <p>Examples: Single reports of applications on client devices not connecting to the server. Some authors are unable to add video multimedia content to a job template in the editor. One or two tablets are taking longer than normal to synchronize. User interface cosmetic issues</p>	1 business day

*Business day is defined as 3am - 7pm US Eastern Standard Time Monday to Friday.

**Please contact your Account Representative for more details on enhanced support offerings.

4. Scheduled Updates

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Parsable will release updates to Customers to resolve issues and launch new features. Updates to the App will be released via update mechanisms provided by the relevant client device platform (Apple App Store, Google Play Store, etc.). A list of changes in each update will be made available to Customer. In order to update the App, these client devices will need to be connected to a network and be able to reach the internet in order to pull & install the requisite over-the-air (OTA) updates.

In general, Customer can expect updates addressing:

- **P0** issues to be resolved in timescales of **hours** and **days**
- **P1** issues to be resolved in timescales of **days** and **weeks** unless significant re-architecture is needed which may result in longer timeframe
- **P2** issues to be resolved in timescales of **quarters** with the next product release
- **Enhancement requests** that are approved for inclusion will be made known to Customer and can be expected to be deployed in major releases

5. Customer-Specific Enhancement Requests

Customers are welcome to request enhancements that are specific to its needs by contacting Parsable Support via email help@parsable.com or through the customer portal <https://help.parsable.com> These requests will be carefully considered but may or may not be addressed in future updates.

6. Online Help

Parsable will also provide and maintain a comprehensive help center (<https://help.parsable.com>) to train Users in using the Service and assist them in troubleshooting.

7. Support Availability

All Parsable customers have access to Standard support which includes 16x5 availability on weekdays* via email (help@parsable.com) and Zendesk (<https://help.parsable.com>).

* Weekday is defined as 3am - 7pm US Eastern Standard Time Monday to Friday.

Please contact your Account Representative for details on extended support hours and contact methods.