



## Customer Support

At Wicket, your success is our success. Our commitment to you, our customer, is to ensure our mission critical software is working as designed for you. When an issue arises, we're here with a supportive and helping hand.

### To contact Wicket customer support:



#### Help Centre

For frequently asked questions and how-to's, visit our Help Centre first.

<https://support.wicket.io>



#### Online Support Requests

Login to our support portal using your unique username and password, and submit a support ticket.

<https://support.wicket.io>



#### Email Support

You can email customer support at any time.

[support@wicket.io](mailto:support@wicket.io)



#### Support Hours:

Customer Support is available during business hours, Monday - Friday, 8am to 5pm ET, excluding Canada and Ontario Public Holidays. Support is available outside business hours for Urgent requests. See below.

Types of Support Requests	How-to / Question	A question on how to use a specific Wicket feature.
	Technical Issue	A problem with how Wicket is expected to function. This could include a bug you have identified or an issue with how an integration is functioning.
	Configuration Request	A request to update a core configuration within Wicket that is not available through Wicket's Admin Panel, for example a change to a membership fee.
	Product Feature Request	A request for a new feature or a feature enhancement of Wicket or a Wicket integration.

### Priority and Target Response Times

Priority	Use for requests that are...	We'll respond within _____ to confirm receipt.	We'll update you:
<b>Low/Routine</b>	Routine and not time sensitive, such as how-tos and new feature requests.	2 business days	When resolved
<b>Normal</b>	An inconvenience but there is a workaround available for now.	1 business day	When resolved
<b>High</b>	Time sensitive and preventing you from completing a task and no known workaround.	2 business hours	Daily until resolved, or as agreed upon
<b>Urgent</b>	Related to a service outage or is resulting in a major business impact.	1 hour*	Every hour until resolved, or as agreed upon

\* For Urgent requests submitted outside of business hours, response times may be delayed and we will endeavour to respond as soon as possible



## Professional (Pro) Services

We want to ensure you're getting the most out of Wicket. For requests that go beyond customer support, the Wicket Pro Services team is available to discuss your requirements and deliver under a fee-for-service model.

### When do I need Wicket's Pro Services?

Advanced configuration	Wicket was configured for you during onboarding to support your core use cases. For changes to any of the workflows or business logic (beyond standard configuration such as member tier pricing changes, adding new additional fields, etc.) the Pro Services team can be engaged.
Report building	For reporting, Wicket relies on 3rd party business intelligence and dashboarding software. For changes to any reports configured during onboarding, or for the creation of new reports, we can be engaged to work closely with your staff.
Training sessions	We want you to be successful with Wicket and we understand that you may experience staff turnover in key roles of active users of the platform. For training that goes beyond what you received during onboarding (or how-tos that are answered via support), the Pro Services team can tailor training sessions for your staff.
Integrations	Wicket offers a set of pre-built integrations for many software platforms. The initial configuration and deployment happens during onboarding and ensuring the stability of those integrations is part of Wicket customer support.  At times you may identify new integration requirements for your Wicket account. Wicket's Pro Services team can work with you to evaluate and implement integrations with new software platforms, configure and deploy a pre-built integration that you aren't already using, or further customize a pre-built integration to meet your needs.
Data imports or updates	Once you're up and running with Wicket, you may identify other sources of user or touchpoint data that you would like to import, or an external source of data that you would like to use to update your existing Wicket data. In these cases, the Pro Services team can evaluate the data source and work with you to complete an automated import or update process.

<b>How does it work?</b> There are 4 easy steps to working with the Wicket Pro Service team.	<b>1</b>	Send an email to <a href="mailto:proservices@wicket.io">proservices@wicket.io</a> , or contact your sales representative directly. The more details you have regarding your request, the better.
	<b>2</b>	Our Pro Services team will respond with any questions, and an estimate of the time and cost to complete the task. Our Pro Services are estimated hourly, at a \$200/hr rate.
	<b>3</b>	Once approved, our Pro Services team will work with you to schedule the work based on urgency and availability of our resources. We'll put together a project plan from start to finish.
	<b>4</b>	When complete, we will deploy the final solution as required into your Wicket instance, and provide any required training or documentation to your team.