# BoldDesk
# Support and Maintenance
## Service Level Agreement

Last updated October 2026

Confidential information

**Cloud-based, Modern Help Desk Ticketing Software**

https://www.bolddesk.com/

# Release Schedule

- 4 main releases a year

https://www.bolddesk.com/

BoldDesk by Syncfusion

# Onboarding Goal

| Standard Support | Premium Support |
| --- | --- |
| Guided set-up via support channel* | Enhanced support, with priority access and personalized assistance through a dedicated onboarding consultant* |

- Only with current license

https://www.bolddesk.com/

BoldDesk by Syncfusion

# Onboarding Services

| Services | Standard Support | Premium Support |
|---|---|---|
| Engagement Duration | 2 calls (2 x 60 minutes) | 4 calls (4 x 60 minutes) |
| Configuration Ownership | Customer led. BoldDesk will share perspective guidance | Shared between the customer and BoldDesk |
| Support through ticketing system, Email Q&A, Live Chat | Yes | Yes |
| Agent and Admin Training | Via support channel | 1 call (1 x 60 minutes) |
| Hypercare (Post Go Live Support) | 3 days | 5 days |
| Free Data Migration Support | Yes | Yes |

https://www.bolddesk.com/

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# Support Services

- 24x5 support access through https://support.bolddesk.com/
- Software Updates
- Live Chat Support
- Email Support
- Unlimited Tickets
- Phone Escalation
- Advance Troubleshooting and Web Meetings
- Access to major and minor upgrades
- Escalation management for critical issues
- Weekend and Holiday Support+

https://www.bolddesk.com/

*Support ticket required
** Only with current license
+ On case-by-case basis

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# Support Service Level : First Contact Response Times

| Issue Priority | Standard Support | Premium Support |
|---|---|---|
| P1 (Critical) first response time | 1 business day* | 3 calendar hours** |
| P2 (High) first response time | 2 business days* | 12 calendar hours** |
| P3 (Medium / low) first response time | 2 business days* | 1 business day* |

***Business day:** Monday to Friday (Sunday to Thursday for countries where those days areconsidered **the standard** work week), from 9:00 AM to 6:00 PM local time at the Customer'sdesignated location **of Software** installation, excluding local and national holidays.

****Calendar Hours:** Available 24/7 from Sunday to Sunday

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# Support Service Level : Support Channel and Proactive Guidance

## Support Channel

| Standard Support | Premium Support |
| --- | --- |
| Ticketing System | Priority Queue In Ticketing System |

## Proactive Guidance

| Standard Support | Premium Support |
| --- | --- |
| Reactive Ticket Handling | Reactive Health Checks and Optimization Reviews |

https://www.bolddesk.com/

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# Escalation

| | Standard Support | Premium Support |
|---|---|---|
| Escalation Guaranteed Response | 1 business day | 6 business hours |
| Escalation When Guaranteed Response Time Not Met | Yes | Yes |
| Customer Initiated Escalation At Any Time | Yes | Yes |
| Dedicated Contact | No | Yes |
| Escalation Path | Support Team | Direct Escalation to Product Engineering Team Through Dedicated Contact |

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# Defect Reports

- **Fixes for Confirmed Issues**

  Upcoming release

- **Escalations for fixes**

  Handled on case-by-case basis

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# Feature Requests

- **Typical time for implementation if accepted**

  Handled on case-by-case basis

- **Guaranteed feature acceptance**

  No guarantee

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# Service Uptime Guarantee

- 99.5% of the time of any calendar month, with exclusions*
- Service status

  https://status.bolddesk.com/

***Exclusions:** Including and not limited to scheduled maintenance, emergency maintenance, force majeure events or factors outside Syncfusion's reasonable control, customers' network connections, software, or infrastructure, and use of service by the customer in a manner not authorized by the license agreement or recommended best practice

https://www.bolddesk.com/

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# Legal Indemnification

| Standard Support | Premium Support |
| --- | --- |
| None | IP Indemnity + Liability Coverage (subject to limits) |
| Standard EULA | Negotiable Legal Terms (liability caps, insurance certificates, etc. |

https://www.bolddesk.com/

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# Terms of use

https://www.bolddesk.com/legal/terms-of-use

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