



Standard Support Service Procedures and Policies

Effective 2010

Overview

WorkForce Software provides support services to all customers with current support agreements. Our support system utilizes a single point of contact, with a streamlined approach that ensures reliable service and rapid response times.

Three levels of support services are available – Gold, Silver, or Bronze. For details of services offered with each level of support, see our EmpCenter Support Plan descriptions.

Prior to Calling for Support

Please follow this procedure before making a support call:

1. Check the user documentation, particularly the Release Notes, to determine whether a resolution exists for the problem.
2. Check the system logs. Problems can often be traced back to database or server problems and not the application or time and attendance software.

By checking documentation and logs for resolution prior to calling for support, you may decrease the potential to be billed for services not related to time and attendance. In addition, our team resources can respond to and focus on issues of a more critical nature.

Note: WorkForce Software is not responsible for maintaining third-party systems such as web servers, networks, hardware, HR systems, or database systems. If, during the course of analysis, we discover the root cause of a problem to be some other system not covered by the support agreement, then the support resources allocated would be billable to the customer at our current consulting rates. To minimize any additional costs, we strongly recommend all possible causes for a system issue be investigated prior to engaging support services.

Requesting Support Services

See EmpCenter Support Plan Descriptions for information specific to each level of support offered (Gold, Silver, or Bronze).

Note: Our support staff may not be aware of your specific support contract and terms. Consequently, they may not be able to advise whether an item is billable or not. It is, therefore, the responsibility of the customer to know what is covered and to use the support services appropriately. If you have any questions, please contact your account manager.

To engage support services, call the HOTLINE. You will be asked to provide the following information:

- Company Name
- Your name (or other contact name) and phone number
- How long you or the contact person will be available at the phone number provided
- Alternate phone number, if necessary
- Description of the support issue, including Severity Level if known



After the necessary information has been collected, the appropriate support representative will phone you (or the designated contact) in the shortest time possible.

Standard Business Hours for Support Service: Monday – Friday, 8:30 am to 8:30 pm eastern time

HOTLINE Phone Number: 800-519-8945

Support Email: wfs-support@workforcesoftware.com

Please do not rely on email for communicating Severity 1 or Severity 2 issues. Email is not checked regularly enough for a timely response. Voice mail should never be used to communicate support issues. The most reliable way to request services for critical issues is to call the WorkForce Software dedicated HOTLINE number.

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