

Otelier Standard Support Overview



Otelier has your back! Our Industry standard support is available to you 7 days a week, ready to help you get the most out of our platform. Leverage our AI agents or work directly with our team to help you support data flow, report bugs and master our products, giving you the edge in your daily operations!

In-depth tutorials and troubleshooting guides

Designed to help you become an Otelier product champion – Now powered by AI

Industry standard SLAs

Severity based response and resolution times Access to the Otelier support portal w/ searchable ticket history

18/7/365 Dedicated Support

Ready to resolve your issues by phone, email or portal – however you choose.

Otelier customer support supports your data delivery needs and enhances your experience, ensuring our product is working as intended and your issues are resolved promptly

- ✓ Access to Otelier support portal, phone and email
- ✓ Expert bug catching: prompt escalation of uncovered system or integration impacts
- ✓ Dedicated file processing team ensures all data received is promptly processed
- ✓ Explore hundreds of articles to help maximize use of our platform
- ✓ Proactive monitoring and alerting for uptime maintenance and processing delays

Severity	Target Overview	Enhanced Support
Critical (P0)	Critical or complete loss of functionality including critical integrations	Response Time: Within 60 minutes Restore Functionality: 2 hours assuming no code level changes Resolution Time: Within 36 hours Status Updates: Every 2 Hours Root Cause Report: Within 15 days
Major (P1)	Highly obstructed use and limited workaround including single property integrations	Response Time: Within 4 hours Resolution Time: Within 96 hours if no workaround is available
Moderate (P2)	No major obstruction – workaround available	Response Time: Within 4 hours Resolution Time: Next available release
Minor (P3)	Minor or cosmetic issues	Response Time: Within 8 hours Resolution Time: Future release