

Quantum Leaf Solutions Support and SLA Policy

Quantum Leaf Solutions is committed to providing outstanding support to our partners. Support service is available in English to Partners via the Partner Portal case system, email at support@quantumleafsolutions.com and phone.

Support Tier Definition

Tier 1 – This includes How-to Standard Process Flows/Work flows questions and Break fix NOT related to 3rd party customizations or customer-built customizations.

Example: How do I create a credit return in Acumatica?

Example 2: I experienced this error, what is the best path for me to proceed?

Tier 2 – This includes Tier 1 + How-to standard Generic Inquiries, Report Design and Business Events.

Example: How do I build this calculation on this query?

Example 2: How do I create an email notification after a certain process is complete?

Tier 3 – Tier 1 + Tier 2 and Developer Support

Example: How do I change this workflow through a customization?

Example 2: Why do I receive this error with my customization published?

Training is always included for the initial implementation of the software or any additional modules. If additional training is requested after the time frames below, they will be billed at the standard hourly rate.

- Implementation of Software: 90 days
- Implementation of an additional module: 30 days

Response Time and Case Severity

To provide the best class support and handle cases in an efficient manner, Quantum Leaf Solutions assigns every inbound case a “Severity” and has established response time goals based on the case Severity.

Website Down severity: An issue when the Acumatica ERP or Quantum Leaf Software instance is completely unresponsive.

Urgent severity: An issue that results in the total failure of a production system (or module) without any available workarounds. The *Urgent* Severity is also assigned to issues that need immediate processing: those that are causing significant data loss or data integrity problems or are related to compromised security. Payroll-related critical issues like printing checks and preparing government reports are also considered as urgent.

High severity: An issue that prohibits the use of standard features described in the documentation where the issue does not have an available workaround and its resolution is needed to avoid significant financial burden to the business.

Medium severity: An issue that involves partial, non-critical loss of functionality of the software or impairs some operations, but allows the customer to continue using the software.

Low severity: A cosmetic issue, including errors in the documentation, general usage questions, and recommendations for product enhancements or modifications.

Quantum Leaf may downgrade the severity level if

- No clear business impact/justification of severity is provided
- No adequate resources or timely responses are provided to Quantum Leaf team to continue with problem resolution efforts.

Severity	Target Initial Response Time
Website Down	1 Hour
Urgent	1 Hour
High	2 Hours
Medium	1 Business Day
Low	2 Business Days

All cases submitted through email unless otherwise specified in the subject will be submitted as a medium priority.

Business hours are 9am-8pm Eastern Time, Monday-Friday.

Case Status Definitions

Quantum Leaf Support uses these definitions when working on your cases.

Status field	Reason field	Description
New	Unassigned	The case has been created and entered into the system. The case is awaiting assignment to the appropriate Quantum Leaf team member.
Open	In Process	The case is being researched and investigated by Quantum Leaf team.
	Updated	The case has been updated with the new information and awaiting actions from Quantum Leaf team.
	In Escalation	<ul style="list-style-type: none"> • The case has been escalated between Quantum Leaf teams. • The case has been escalated via portal by partner/customer using Escalate button.
	Pending Closure	The case has been confirmed for closure and awaiting closure by Acumatica team member.

Status field	Reason field	Description
Pending Customer	More Info Requested	The case has been responded to by the Acumatica team and is awaiting additional information from the case reporter.
	Waiting Confirmation	The case has been responded to by the Acumatica team and a possible resolution has been provided to the case reporter.
Closed	Resolved	The case was closed. If you are still experiencing the problem described in the case, or you have experienced a reoccurrence of the problem, please submit a new case, and reference the previous case number in your case description.
	Cancelled	The case was cancelled based on the case reporter request.
	Rejected	The case was rejected by Acumatica team.
	Abandoned	The case was not responded by the case reporter after several follow-ups from Acumatica team.
	Duplicate	The case was closed by Acumatica team because there is another case for the issue exists.

Case Submission Guidelines

There are 3 possible ways of submitted a support case to Quantum Leaf Solutions:

1. Created directly in the Quantum Leaf Support Portal
2. Email submission that includes support@quantumleafsolutions.com
3. Email submission that includes supportcases@quantumleafsolutions.com

Please follow the below guidelines when submitting a case to Quantum Leaf Support:

Rule #1: Make sure the subject line reflects the problem.

Rule #2: Set severity and priority according to the real situation.

Rule #3: Explain the business impact for the issue, especially if the case priority is Urgent or High.

Rule #4: Describe the problem in detail and provide reproduction steps. What has changed since it used to work as designed (e.g., new customization published, the new workflow was setup, ISP changed, etc.).

Rule #5: Provide logs if applicable, [trace logs](#), full-screen screenshots (including the address bar), etc.

Rule #6: List the actions and self-service resources with which you have already tried to help the end-user.

Remember that failure to adhere to these guidelines can affect the resolution speed of your case.

Any case that then requires a Root Cause Analysis (RCA) after the initial issue has been resolved, the current case will be closed, and a new case will be created at the discretion of Quantum Leaf Support.

Any RCA case that has not received additional supporting evidence in a 3 month timeframe will be closed.

Developer Support

1. Developer Support is provided only to designated contacts responsible for developing and troubleshooting code.
2. These designated contacts must hold active respective developer certification.
3. Cases should be submitted according to the case submission guidelines.

Summary of available development support assistance

- Basic Developer support is a part of Tier 3 Partner Support. It includes assistance with how-to questions and help with troubleshooting issues in the sample code.
- When you require design suggestions, prototyping custom scenarios, troubleshooting the entire customization, not a sample code and active handholding during the development process, Customization/Development services would be the right option. Please contact your Account Manager for opening SOW with Quantum Leaf for that.

The table below shows what is included in Developer Support and what is part of customization/development services

Dev Support	Customization/Development services
General how-to questions and recommendations	Development of customizations on demand
Troubleshooting issues with sample code and non-complex customizations	Development consulting services, such as design and architectural guidance when you design customizations for customers
Assistance with Integrations, API calls, and Web services questions and issues	Development training services

Not included in any of the above programs:

- Debugging on non-C# code
- Debugging or troubleshooting customizations not built for/compatible with currently supported Acumatica ERP versions

- Reviewing/providing examples in non-C# code
- Troubleshooting of REST API and OData requests provided not in Postman
- Troubleshooting of SOAP API requests in non-C# code
- Troubleshooting SQL Stored Procedures, DB Triggers, SQL Views
- Support for design view of aspx pages in Visual Studio.