

AppDirect SmartSupport Overview

Support Scope

- General Marketplace inquiries and support
- License, access, and user management requests for cloud applications
- Admin technical support with managed escalation to the vendor, as needed
- End user technical support and how-to questions
- Support of third-party cloud apps is available with the SmartSupport Plus edition
- Devices & computer hardware, operating system & malware, as well as connectivity support is available with the [SmartSupport Premium](#) edition

Engaging Support

- Submit a ticket using our [form](#)
- Email us at help@appdirect.com
- Call us at 833-427-7762
- In your Marketplace account, click the 'Chat' button at the bottom right of the page

Severity Classification Criteria

Classification	Criteria
Priority 1	Business Critical Failures: An error which prevents all useful work from being done by all users or which disables major functions from being performed by all users.
Priority 2	System Defect with Workaround: Either a critical error for which a work around exists or else a non-critical error that significantly affects the functionality of the product.
Priority 3	Benign Error: An isolated or benign error. This is an error which does not significantly affect the functionality of the product, disables only certain non-essential functions, and does not materially impact system performance.

Support Response Protocols

AppDirect will follow the Response Protocols listed below until your issue is resolved. If your request is urgent, or if an existing issue becomes urgent, please contact us via phone.

Classification	Acknowledgement	Update
Priority 1	15 minutes > 1 hour	Every 4 hours
Priority 2	2 hour	Once per day
Priority 3	4 hour	Once per week

Submitting a ticket via our form:

1. Log into the [AppDirect Marketplace](#).
2. Click on the My Apps icon next to the AppDirect logo.
3. Click on the SmartSupport Standard tile.
4. To submit a new request, click Submit a Support Request.
5. From the drop-down menu, select the [Technical Support for my Cloud Apps form](#).
6. To check the status of an existing request, click My Requests.

Support Contact Expectations

- Please create one ticket per issue. If an existing issue becomes urgent, please call us to convey your need to escalate.
- To ensure that your team is included on updates, please CC them on the initial request.
- You may view your existing requests by clicking on [My Requests](#).

ABOUT APPDIRECT

AppDirect is a San Francisco-based B2B subscription commerce platform company that brings together technology providers, advisors, and businesses to simplify how they buy, sell and manage technology. More than 1,000 providers, 10,000 advisors and 5 million subscribers rely on the AppDirect ecosystem of subscription marketplaces to power their innovation, growth, and success. For more information about AppDirect, please visit www.appdirect.com.

