SLA & Support Policy

Support and Policies · https://mriacrm.com/docs/sla-and-support-policy/

At Mria Labs Inc. we are committed to delivering exceptional customer service to all our users.

How to Get Support

We value your feedback on Mria CRM, including feature requests. If you need help with configuring or using our application, our support team is ready to assist you:

- Create support request in our Service Desk
- Send email to support@mriacorp.com
- Ask a question in the Atlassian Community

Support is available exclusively to customers with a valid subscription or maintenance license.

Initial Response Times

Priority is determined by Mria Labs Inc. based on the level of impact the incident has on the customer. Our time to first response varies based on the priority of your request:

- **High Priority:** within 24 hours
- **Medium Priority:** within 72 hours
- **Low Priority:** within 5 business days

Support Hours

- Our standard support hours are 9:00 AM to 6:00 PM ET, Monday through Friday, excluding national holidays in the USA.
- You can still submit a support ticket or post in the Atlassian Community outside of business hours. We will review all requests promptly, and urgent issues will be prioritized as soon as our team is back online.

Support Scope

- We provide support only for app versions officially listed as supported in their respective Marketplace listings;
- We help to resolve technical issues that result in Mria CRM’s outages or malfunctions;
- We investigate and address technical problems that cause Mria CRM to operate below optimal performance;
- We provide technical assistance through comprehensive support documentation and other Mria Labs Inc. resources;
- We deliver support in English;
- Customers can submit suggestions for new features or improvements to our Service Desk;

We are not responsible for any issues caused by third-party apps outside of our control.