

Customer Success

Standard & Premium Support



Standard Customer Support Package

Comprehensive support and training to get the most out of Shiftboard

Customer Support

Online Knowledge Center

Anytime, online access to product support and best practices.

Product Support (phone/email)

Call or email within standard business hours: Monday-Friday 6am to 6pm U.S. Pacific Time.

Response Time

Defined as first response to submitted support ticket, priority 1 and priority 2 tickets will be responded to within 12 hours during regular business hours and 24 hours on holidays and weekends. SLA tickets submitted outside standard business hours, will start on the next business day.

Examples of Priority 1 case: (critical business impact)

- A production server has failed.
- Multiple users cannot access the production servers.
- Performance of the servers has degraded to an unusable level.
- Data is unrecoverable, corrupt, or lost.

Examples of Priority 2 case: (significant business impact)

- Issue is critical to customer's business operations.
- Critical component returning error or not responding.
- Degraded application performance is having a serious negative impact on business.
- A database or application error has occurred which severely impacts business operations.

Examples of cases not typically categorized as a Priority 1 or Priority 2:

- Database is operational following a one-time outage; root cause analysis required.
- Feature Request or customization.
- Customer is not available for collaboration with support engineers after hours.
- General question such as "how-to" or syntax questions.
- Issue with little or no impact.
- Documentation issues.

- Issue is essentially resolved but remains open for customer confirmation. Intermittent wait status with little or no customer interaction required.
- Reports, bulk uploads or other non-critical business needs.

Standard Technical Support

Over email or on the phone, our support team is ready to answer your questions and guide you to success.

Customer Training

Initial Shiftboard Implementation Training

An assigned Customer Success Manager will work with you to plan, create and implement your site.

Shiftboard How-to Training Videos

A library of videos that cover key Shiftboard functionality to get your team up and running in no time.

Premium Customer Support Package

Personalized services to achieve your business objectives

Customer Support

Online Knowledge Center

Anytime, online access to product support and best practices.

Product Support (phone/email)

24/7 phone or email support (excluding six major US holidays: New Year's Day, 4th of July, Thanksgiving, Day After Thanksgiving, Christmas Eve and Christmas Day)

Response Time

Defined as first response to submitted support ticket, priority 1 and priority 2 tickets will be responded to within 4 hours during regular business hours and 12 hours on holidays and weekends. SLA tickets submitted outside standard business hours, will start on the next business day.

Examples of Priority 1 case: (critical business impact)

- A production server has failed.
- Multiple users cannot access the production servers.
- Performance of the servers has degraded to an unusable level.
- Data is unrecoverable, corrupt, or lost.

Examples of Priority 2 case: (significant business impact)

- Issue is critical to customer's business operations.
- Critical component returning error or not responding.
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Standard Technical Support

Over email or on the phone, our support team is ready to answer your questions and guide you to success.

Priority Technical Support

When you need support, your ticket is prioritized to the front of the line.

Best Practice Webinars

As a part of Shiftboard University, we offer an ongoing webinar series dedicated to scheduling and hourly workforce management best practices.

Customer Training

Initial Shiftboard Implementation Training

An assigned Customer Success Manager will work with you to plan, create and implement your site.

Shiftboard How-to Training Videos

A library of videos that cover key Shiftboard functionality to get your team up and running in no time.

Product Training Webinars

As a part of Shiftboard University, we offer group training events on an ongoing basis. Each training focuses on a particular capability or feature of Shiftboard.

Administrator Certification

Certification program provides a curriculum to ready your admins to fully utilize Shiftboard.