



Cyara Support Services

Technical Help When You Need It

KEY SUPPORT BENEFITS

- Access to world-class CX assurance technical support
- Maintain Platform performance with the latest updates & product releases
- Achieve high system availability with our rapid response & support
- Add value with anytime access to tutorials, guides & best practices in the Knowledge Center
- Join other Cyara users in Developer Central, a rich library of support documentation & information

Cyara's world-class Support team is on the case when you encounter issues on your CX assurance journey.

Standard Support is included in every customer subscription, providing you with simple, flexible ways to reach us for world-class incident management and help for things like installation questions, basic usability support, update notifications, troubleshooting, and technical issues.

Beyond Standard Support, we offer a Premium Support package that delivers enterprise-class continuous access, and swift turnaround times on issues you encounter.

Cyara Support Packages	Standard	Premium
8 x 5 Business Hours Email & Web Support	X	X
24 x 7 Access to Online Support via Self-Service Website	X	X
Critical Software Updates & Release Notifications	X	X
Standard Response Times (SLAs)	X	X
Cyara Emergency Hotline (24 x 7)	X	X
Mission-Critical SLAs with Higher Priority Response Times		X
24 x 7 Business Hours Email & Web Support		X
8 x 5 Phone Support		X
Automated, Monthly Support History Reports		X

We have your back. Choose a Cyara Support package that will help you develop, test, and monitor the CX of you – and your customer's dreams with our team at the ready when you need technical support, troubleshooting, and action.

READY TO LEARN MORE?
Contact your Account Executive or Customer Success Manager for pricing and more information.

CONTACT US:
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Customer Smiles.
Delivered at Scale.