

Zmanda Customer Support Policy


Support ticket priority levels










When creating a support ticket, we kindly ask customers to carefully select the appropriate priority level that best reflects the urgency and impact of the issue at hand based on the below guidelines. Our support engineers will collaborate with you to ensure the chosen priority level aligns with the nature of your concern and will guide you through our P1 to P4 classifications. Please note that, to accommodate your unique business needs, you have the option to overwrite the initially assigned priority level if necessary. Our primary goal is to resolve your issues effectively while respecting your business operations and priorities.





Amanda Community users

We do not provide phone support for Community products. Email support is offered based on a best-effort basis, subject to staff availability.

The priority is assigned based on the Impact and Urgency of the tickets.

 We provide premium support SLAs to our Trial customers during the evaluation period.

Urgency	High Impact	Medium Impact	Low Impact
High	 P1	 P2	 P3
Medium	 P2	 P3	 P4
Low	 P3	 P4	 P4

High Impact	Description
 P1 Critical Impact	System backup failure, resulting in total loss of data protection (e.g., "Backup process consistently fails, no successful backup for 48 hours").
 P2 High Impact	Significant function loss, but system is still operational (e.g., "Backup speed has dramatically decreased, causing delays in the backup schedule").
 P3 Medium Impact	Limited feature disruption that hinders optimal operation, but a workaround is available (e.g., "Reports generation feature not working, but data is still being backed up successfully").
 P4 Low Impact	Minor issue or a request for information, without significant impact on operations (e.g., "Request for clarification on backup configuration settings").

Support ticket target SLAs

* Business Hours




Urgency	Standard Response Time *	Premium Response Time *
High	 P1	 P3
Medium	 P2	 P4
Low	 P3	 P4

Support programs and hours

High Impact	Standard	Premium
 P1 Critical Impact	Monday through Friday, 8am to 5pm (local timezone)	24 x 7 x 365
 P2 High Impact	Phone & web	Phone, web and account manager
 P3 Medium Impact	Recorded trainings & self-help onboarding assistance	Customized training & premium onboarding assistance
 P4 Low Impact	<ul style="list-style-type: none">• Minor and major upgrades• Patches	<ul style="list-style-type: none">• Minor and major upgrades• Patches
 P4 Low Impact	<ul style="list-style-type: none">• Online• Historical records	<ul style="list-style-type: none">• Online• Historical records
 P4 Low Impact	<ul style="list-style-type: none">• Getting started guides & videos• Knowledge base• Product documentation• API documentation• Global search	<ul style="list-style-type: none">• Getting started guides & videos• Knowledge base• Product documentation• API documentation• Global search

Support ticket priority levels

Zmanda provides multiple resources to educate users on best practices to follow while using Zmanda.

Customer Portal  <ul style="list-style-type: none">• Create New Support Tickets• Update Existing Support Tickets• Download Setup Files• Manage Licenses	Product Documentation  <p>Comprehensive, user-friendly guides and resources with the knowledge and insights needed to effectively utilize Zmanda.</p>	Knowledge Base  <p>Centralized repository of detailed articles, FAQs, and how-to guides, designed to provide immediate and effective self-help solutions to common issues and questions.</p>
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