

## Customer Success Service - The most important questions and answers at a glance

	FAQ
How do I create a ticket?	All tickets are submitted by e-mail to <a href="mailto:service@integrated-worlds.com">service@integrated-worlds.com</a> or <a href="mailto:service@iwofurn.com">service@iwofurn.com</a> (for IWOofurn customers) or via the form in the self-service portal. Receipt is confirmed by an automatic e-mail from our ticket system. You will shortly receive tips & tricks to help you submit tickets in such a way that queries are avoided and your requests are processed efficiently and quickly.
What does SLA mean?	SLA = stands for Service Level Agreement. An SLA is an agreement between the service provider and the customer. It regulates the type and scope of service and support services as well as costs and response times.
What do the SLA response times guarantee me?	The response time describes the time between the receipt of the ticket and the complete clarification of the incident or the start of the necessary technical measures. After the ticket is received, your request is analyzed and qualified. You will be informed of the result immediately. If action is required by a specialist department, the order is technically defined, commissioned and planned within the response time. You will also be informed automatically about the processing status.
Do I always have to wait for the SLA response times?	No. We promise to process all tickets as quickly as possible. The SLA response times only define the guaranteed maximum. The actual response times are usually much shorter. If Integrated Worlds fails to meet the specified response times, you will not incur any costs.
Are there differences in response times within the packages?	Yes, the Premium Service package includes the Premium SLA. This includes significantly shorter guaranteed response times. You can find out more about this in the service level agreement. The SLA response times are identical for the Basic and Standard packages.
How is billing done?	The processing time is recorded in the tickets. If a ticket is qualified as a service request, processing is subject to a charge and you will be informed of this immediately. We always invoice our services at the end of the month, taking into account the service package booked. Time is recorded in 15-minute increments. Due to the administrative effort involved, we charge Basic customers at least one hour for any time spent.
Is this a price increase?	No. This is not an increase in the previous prices for our services, but a more precise measurement of our service costs, which was previously not possible and was therefore often not charged as a gesture of goodwill. In order to further improve our service and service level, it is necessary to calculate our services precisely and fairly. To this end, we have even adjusted the clocking from 1 hour to 15 minutes.
How can I better control my monthly costs?	If you opt for the Standard or Premium service package, many of the service costs incurred are billed at a flat rate. This allows you to better plan and control your monthly expenses. The standard service package is suitable for all customers who use our service on a monthly basis. The premium service package is suitable for our customers who are already very well networked via our clearing and/or operate their own portal and need to use our service on a weekly basis.
What are the advantages of the Standard service package? (compared to Basic)	<ul style="list-style-type: none"> <li>• 2 hours of service per month included</li> <li>• Better cost control and cheaper service hours on average</li> <li>• Transport changes (except Combox) included</li> <li>• Weekly report on open service &amp; support orders by e-mail</li> </ul>
What are the advantages of the Premium Service package? (compared to Basic/Standard)	<ul style="list-style-type: none"> <li>• 5 hours of service per month included</li> <li>• Better cost control and all service hours at a discount - exclusively only in the Premium package</li> <li>• All transport changes included, including Combox changes</li> <li>• Weekly report on open service &amp; support orders by e-mail</li> <li>• Premium SLA - shorter guaranteed response times</li> <li>• Quality assurance consultation by our service team once a year including</li> </ul>