RouteSmart Online Technical Support Policy

RouteSmart Online is a cutting-edge web application designed to streamline route optimization and planning processes for businesses and organizations. To ensure seamless operations and assist users in maximizing the benefits of RouteSmart Online, RouteSmart Technologies offers comprehensive technical support services. This overview provides an outline of the technical support offerings for RouteSmart Online.

24/7 Monitoring and Troubleshooting

RouteSmart Technologies is committed to maintaining the reliability and performance of RouteSmart Online. As such, a dedicated team continuously monitors the application 24/7 to promptly identify and address any potential issues. In the event of a failed job submitted to RouteSmart Online for route processing, the monitoring system triggers immediate alerts, prompting our skilled technicians to engage in troubleshooting and resolution.

Key Features of 24/7 Monitoring and Troubleshooting

- Continuous monitoring of RouteSmart Online to ensure optimal performance.
- Prompt detection and notification of failed job submissions for route processing.
- Rapid response by experienced technicians to troubleshoot and resolve issues related to route processing.
- Proactive identification of potential bottlenecks or system anomalies to prevent future problems.

Technical Support During Business Hours

RouteSmart Technologies recognizes the importance of responsive assistance to end users during their regular operations. Questions or concerns regarding routing results will be addressed during normal RouteSmart Technologies business hours posted on our website at www.routesmart.com.

Key Features of Technical Support During Business Hours

- Availability during standard business hours to cater to users' needs and queries.
- Experienced support personnel to offer expert advice and assistance.
- Answering questions related to routing results or challenges related to route planning using RouteSmart Online
- Timely communication and updates regarding ongoing support cases.

Communication Channels

RouteSmart Technologies facilitates effective communication with end users to ensure a seamless technical support experience. Users can connect with the technical support team through multiple channels, including:
Email: Users can send inquiries, problem reports, and support requests to a dedicated email address.
Phone: A dedicated support hotline is available for users to directly communicate with our technical support experts.

Service Level Agreement

RouteSmart Online is backed by a Service Level Agreement (SLA). The SLA for RouteSmart Online and other RouteSmart Technologies SaaS hosted products can be reviewed via trust.routesmart.com.

Summary

RouteSmart Technologies is committed to delivering exceptional technical support for RouteSmart Online users. With 24/7 monitoring and troubleshooting capabilities, as well as dedicated support during business hours, users can confidently utilize RouteSmart Online for their route optimization needs. By offering multiple communication channels, RouteSmart Technologies ensures effective collaboration and timely issue resolution, enabling users to optimize their operations and achieve their business objectives.