

Creative Software Solutions (Europe) Limited Product Support Matrix

This Product Support Matrix was updated on 16 August 2019.

Products Supported

Product	Version
Pro-Cloud	2.6.8
Pro-Cloud Bluelight	2.6.8
TCES Community	1.14.0
TCES Connections	Config(3.8.3) Web(5.1.2)
Health Hire Express	2.1.0

Products Supported

Product Support	Basic Support	Standard Support	Premium Support
Number of Incidents per month	10	Unlimited	Unlimited
Number of Named Contacts	1	2	6
Support hours *	Mon-Fri Business hours	Mon-Fri Business hours	7 Day, 7am to 8pm GMT
Initial Response Time	1-3 Business Days	Next Business Day	4 Hours
Online Self Help Resources	√	√	√
Online Case Submission through Helpdesk	√	√	√
Telephone Technical Setup	x	√	√

Support

Remote Assistance	x	Zendesk Web Link	Zendesk Web Link
Power Bi Report Building and Report Assistance	x	x	√
Configuration Set Up Support	x	√	√
Support for Enterprise setups	x	√	√
Webinar - Q/A with Support & Telephone Consultation	x	x	√
Priority case process	x	x	√
Upgrade your support	Included In Subscription	Contact us	Contact us