

# Dimagi Support Service Level Agreement (SLA) FAQ

Dimagi offers our users various levels of Support, based upon their software plan and our Service Level Agreement (SLA). This page will explain what our SLA is and outline the types of specific support we offer to our users.

This page also outlines where you should go for certain types of support.

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## What is an SLA?

A service level agreement (SLA) is a contract between a service provider (either internal or external) and the end user that defines the level of service expected from the service provider. **Basically, an SLA gives you a guideline and expectations for when you can expect your Support tickets to be addressed and resolved.** Your software plan helps us determine the response rate for these questions and the priority with which we solve them.

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## What types of support are offered? What is my SLA?

The types of support offered differ by software plan, but if you think something is broken, you should log a bug so our support team will investigate. The following chart outlines the various support channels and what types of guaranteed support are offered by each plan.



Online learning resources	✓	✓	✓	✓
Direct email support	✓	✓	✓	✓
Phone support	—	—	✓	✓
Guaranteed first response time	3 BUSINESS DAYS	1 BUSINESS DAY	1 BUSINESS DAY	1 BUSINESS DAY
Guaranteed follow-up time	—	—	1 BUSINESS DAY	1 BUSINESS DAY
Support on CommCare bugs	✓	✓	✓	✓
Support on app-specific questions	—	✓	✓	✓
Paid on-boarding	✓	✓	✓	✓
Access to our customer success team	—	—	—	✓

## Definitions

**Online Learning:** You have access to many great resources that will answer several common CommCare questions and help you learn what CommCare has to offer! These include [CommCare Users Forum](#), [CommCare Help Site](#), and [Dimagi Learn](#).

**Direct Email Support:** Direct Email Support means the "Report an Issue" button and [support@dimagi.com](mailto:support@dimagi.com). All projects have access to this to report important issues. Community users are not guaranteed a response.

**First Response Time:** This is the timeframe in which a Support team member will respond to you and begin working on your ticket.

**Phone Support:** Users who have an Advanced or Enterprise can receive phone support (phone call or Skype call). Calls can be requested by emailing [support@dimagi.com](mailto:support@dimagi.com).

**CommCare bug:** A bug that is caused by our software, and not specific to a particular app or project.

**CommCare question:** A general question about particular CommCare features, their use, not as they apply to a particular project or app.

**App specific question:** A question or issue that is specific to your app or project space's configuration and workflow.

**Paid onboarding:** Customers can purchase onboarding packages that include remote training sessions with a Customer Success team member, spanning the entire process of app design, app building, app testing, data exports, and implementation of their mobile application.

**Access to customer success:** Enterprise customers have quarterly check-ins with a dedicated Customer Success team member to advise them on the best usage of CommCare for their projects and across their organization

## I have a specific question about building an application.

If you have a question about building your application, we recommend first searching the [CommCare Help Site](#).

For Community and Standard Plans, we also recommend you check out the [CommCare Forum](#). It's a great place to find specific questions others are asking, as well as ask your own.

For Pro, Advanced, and Enterprise plans, you should feel free to contact Support directly, though the resources listed above may also help you.

If you cannot find an answer on your own, you can Report an Issue from CommCare HQ or email [support@dimagi.com](mailto:support@dimagi.com).

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## I'm having an issue with CommCare, what should I do?

If you're having trouble understanding how to do something, we recommend first searching the [CommCare Help Site](#).

For Community and Standard Plans, we also recommend you check out the following resources:

- [CommCare Forum](#)
- [Dimagi Learn](#)

For Pro, Advanced, and Enterprise plans, you should feel free to contact Support directly, though the resources listed above may also help you.

If you cannot find an answer on your own, you can Report an Issue from CommCare HQ or email [support@dimagi.com](mailto:support@dimagi.com).



Your software plan dictates the kind of response we guarantee, but we try to look at all support requests regardless of plan. We want to make your CommCare experience a success!

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## I think something in CommCare is broken.

If you think something in CommCare is broken, we encourage you to log a bug, so our support team can investigate the issue. We want CommCare to work for everyone, so we look into every bug that gets reported.

You can log a bug by Reporting an Issue in CommCare HQ. Guidelines for logging a clear bug (which help us investigate the issue more quickly) can be found on the [CommCare Bug Reports](#) page.



For faster resolutions, include the application and any users you're working with when you report an issue. This will help our Support staff solve your issues more quickly.



If you do not have access to CommCare HQ, you can also log a bug by emailing [support@dimagi.com](mailto:support@dimagi.com), however logging a bug through CommCare HQ will give us more information and help us resolve your issue faster.

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## What's the difference between the CommCare plans? How much do they cost?

Please check out [our pricing page](#) for details about the different software plans that we offer and for any questions about pricing.