

Support Reference Guide

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This document describes customer support services (“Support Terms”) provided by Digibee's Customer Support organization to customers with active subscriptions. The current version of this guide can be found at <https://www.digibee.com/support-reference-guide/>. Digibee reserves the right to change, alter, replace or otherwise modify these Support Terms at any time.

This document is divided into the following sections:

- 1) Incident Handling
- 2) Service Request

1) INCIDENT HANDLING

The table below describe the channels where customers can track incident handling information:

Channels	Description	Availability	Response Time
Digibee Status Page	Webpage containing a dashboard with service status and main functions of Digibee's cloud. Subscribe to receive updated messages by email, SMS, Slack, and Webhook	24x7	Online
Digibee API	API Status containing service status for integration with customer systems	24x7	Online
Digibee Communities	Knowledge base, documentation, white papers	24x7	Online
Digibee Customer Support	opening and service through a chat-based channel and e-mail	24x7	30 minutes

- a) Status Page

The condition of Digibee Platform's components and services is reported via a web dashboard, ensuring fast notification of any issues with our infrastructure.

Clients can be notified in real time during the event of failures or accidents via our status page: <https://status.godigibee.io/>

Clients can also use Digibee Pipelines to create an automation and combine our monitoring feed with their own service and monitoring tools, resulting in a single view of their environments.

b) Digibee Customer Support

Digibee offers technical support integrated into its own digital operation. Any incident calls can be opened through our own digital channels, which are already included in our standard offer.

The Support Team is formed by experienced developers on the Digibee Platform, they answer requests to customers made via chat through the Platform, or by email in the following languages: Portuguese, English and Spanish. Service is available to all customers on a 24x7 basis (24 hours a day, 7 days a week).

Priority Rating:

Priority	Type	Definition: Platform Incidents
Priority 1	Critical	Unavailability of environment or platform components affecting pipelines in Customer's production environment (PROD)
Priority 2	High	Partial unavailability of features (one or more features) and/or platform performance degradation impacting the production environment (PROD). Pipelines are available and other functionality remains functional.
Priority 3	Medium	Unavailability of pipelines in a customer test environment (TEST)
Priority 4	Low	Non-unavailability issues like questions, requests, advices, guidance

c) Average Response Time

Digibee will make its best efforts to answer all calls for questions and/or nonconformities through the chat-based and e-mail channels, with first service and troubleshooting following the priority table above.

d) Incident Identification Process

Digibee will make all reasonable efforts to circumvent and, if possible, resolve any incident, or assist the customer in resolving the incident as quickly as possible, observing the priority table below.

First response and troubleshooting following the priority table below:

Priority	Type	First Response	Troubleshooting *	Workaround **
Priority 1	Critical	30 minutes	2 hours	8 hours
Priority 2	High	30 minutes	4 hours	16 hours
Priority 3	Medium	30 minutes	36 hours	36 hours
Priority 4	Low	1 hour	72 hours	72 hours

* Estimated time for analysis and problem identification

** Estimated time for application of the workaround

e) Digibee Platform Incidents:

Platform Incidents are defined as events that may result in partial or entire unavailability of the Digibee platform, as well as partial or total degradation of its functionality. Only those incidents that affect Pipelines that are actually "deployed" in the Production environment are considered incidents for SLA purposes.

f) Integration Execution Incidents (Pipelines)

Integration Execution incidents (Pipelines) are defined as punctual incidents that exclusively affect one or more integration flows built for a particular purpose.

The pipeline Owner, at development time, must define with the customer's IET which alert and trigger flows will be used. By default, all of the Integration pipelines developed must have implemented an automatic error handling strategy before being deployed to production.

The client, who is the pipeline Owner (pipeline developer), is responsible for creating the logic to identify and handle error or exception.

Runtime errors should be created and alarmed automatically, based on the trigger flow defined by the pipeline owner within the pipeline logic and may include, as defined by the customer's IET (Integration Empowerment Team), actions such as: opening an incident /alert directly on the customer's internal platform, sending messages by email, SMS, a chatbot (provided by the customer) or recording logs in a location defined by the customer.

Pipeline execution incidents can be caused by:

- Unavailability of endpoints (system interfaces, database, directories and files, queues, web services, among others) for any reason.
- Changes in routes, access, networks, endpoint problems, etc.
- Bad behavior of systems (endpoints) integrated into a pipeline;
- Unavailability of platform connectivity with the endpoint environment: VPN, Links, Firewall.
- Unplanned changes to "integration contracts", causing unforeseen changes to systems interfaces.
- Access to systems related to integrations: permission, infrastructure, etc.
- Memory overflow caused by improper processing in the deployed pipeline

g) Incidents that should be directed to Digibee

The incidents bellow should be reported directly to the Digibee's support team:

- Loss of VPN connectivity, triggering Digibee's service only after verification of connectivity and VPN status by the responsible team within the customer.
- Automatic connection return failed after resuming connectivity to customer environments.
- Platform component failures (components that previously worked and which, due to some unknown fault, stopped working)

h) Incidents that should NOT be directed to Digibee

Failures in endpoints that are part of the integration flow (systems, databases, storage, among others).

Note: the previously mentioned automation must be built in order to generate automatic alerts, indicating to the pipeline Owner the reason for the failure. Messages that did not go through the platform, when the pipeline trigger is passive (E.g.: REST trigger, HTTP trigger. subscription to queues or event topics, etc...)

2) SERVICE REQUEST

Digibee, through its Customer Support Team and CSMs (Customer Success Managers) structure, offers a channel for requesting services, for example:

- Requesting services
 - Requesting construction of pipelines
 - Requesting adjustments to already built pipelines

- Miscellaneous
 - Training
 - Requests infrastructure adjustments (eg VPN, IP mapping...)
 - Request for review of pipelines already built (QA)

- Request for improvements to the platform
 - Request for new connectors to the platform
 - Suggested improvements to the platform

Such requests can be made directly in the Support Channel. This, in turn, will redirect the service according to demand.

Digibee is highly interested in receiving suggestions for improvements from its customers, which are examined on a regular basis by our Product Management team. Suggestions will be evaluated and may be incorporated in our Product Roadmap, for which this team is solely responsible. This procedure ensures that all of our clients have access to a stable, modern, robust, and up-to-date Platform.