

# Constructor Tech support and assistance

## Self-help resources

Support portal and Knowledge Base

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## Direct support

Constructor Technology offers three types of direct support programmes, either one can be chosen at the time of a license purchase or topped up during product usage.

### Standard support

Standard support is a program designed to provide fast and effective help with support issues and questions during business hours. It features access to the Constructor Technology customer portal and Knowledge Base for your how-to questions and known issues, unlimited number of cases to Constructor Technology product support, and developer support.

### Premier support

This program offers all the benefits of Standard support, enhanced by a dedicated Technical Account Manager to ensure best practices, drive issue resolution and product functionality requests.

It also includes priority support and 24/7 on-call availability for urgent issues.

### Proctored exam 24x7 support

This program is specifically designed to deliver close to real-time support during proctored exam sessions, where timely issue resolution is critical.

It includes access to the Customer portal, support incident tracking, and live chat support to ensure seamless assistance.

## Features of Constructor Tech direct support services

Benefits	Standard	Premier	Proctored exam 24x7 support
Availability	8:00 AM to 8:00 PM CET (Central European Time, UTC+1) on business days	24x7 Technical Account Manager on-call availability for Severity Level 1	Scheduled on-demand, monthly, annual
Online resources and Knowledge Base	Yes	Yes	Yes
Product suggestions	Yes	Yes	Yes
Product downloads	Yes	Yes	Yes
Support portal case management	No	Yes	Yes
Live chat support	No	Yes	Yes
Multilingual support	Yes	Yes	Yes
Priority queueing	No	Yes	Yes
Early adopter products qualified	No	Yes	No
Non-production trial license	No	Yes	No
Dedicated Technical Account Manager	No	Yes	No
<b>Response times:*</b>			
Severity 1 (Urgent)	4 hours	15 minutes	15 minutes
Severity 2 (High)	8 hours	30 minutes	45 minutes
Severity 3 (Medium)	1 day	2 hours	4 hours
Severity 4 (Low)	3 days	1 day	2 days

*\* As calculated within operational hours - from 8:00 AM to 8:00 PM CET (Central European Time, UTC+1) on business days. Business days exclude Saturdays, Sundays, and public holidays in the regions where support operations are based. Please note that support plans do not cover customizations, training, consulting, or implementation services.*

## **Terms and conditions**

Premier support, Proctored exam 24x7 support, along with training, consulting, customization, and implementation services, are not included in the Standard support program and are available as paid add-ons.

For more details, please reach out to your Sales representative.