Constructor Tech support and assistance

Self-help resources

Support portal and Knowledge Base

Visit now → https://constructor.tech/support

Latest product documentation and release notes

Read more → https://docs.constructor.tech/

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.

INCLUDED

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.

PAID ADD-ON

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.

PAID ADD-ON

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
Response times:*			
Severity 1 (Urgent)	1 hour	15 minutes	15 minutes
Severity 2 (High)	2 hours	45 minutes	45 minutes
Severity 3 (Medium)	1 day	4 hours	4 hours
Severity 4 (Low)	Best effort	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.

Ticket severity

Severity levels indicate the relative impact of an issue on a Customer's systems or business processes. Our Support Team classifies Constructor Tech product inquiries into the following four severity levels:

1 HOUR

Severity 1 (Urgent)

A Customer experiences a complete system failure, critical security breach, or severe incident that renders the service entirely unusable. This includes widespread disruption with no workaround, posing an immediate threat to business continuity. Immediate response and continuous effort are required until resolution.

2 HOURS

Severity 2 (High)

A Customer experiences a major loss of critical functionality, significantly impacting business operations. This may include system outages or critical failures with no available workaround. Prompt resolution is required to restore essential services and minimize business disruption.

24 HOURS

Severity 3 (Medium)

A Customer faces significant issues affecting important functions, although a workaround may exist. These issues may impede productivity but do not cause a total halt in operations. Timely resolution is necessary to minimize impact.

BEST EFFORT

Severity 4 (Low)

A Customer encounters minor issues, documentation errors, or requests information on the use, enhancements, or modifications of a Constructor Tech product that have little or no impact on overall business operations. These cases can be resolved through routine support procedures.

Targeted response time: to ensure prompt and efficient service, we are committed to the response times shown on each card.