Support Priority Levels

Incoming support requests are prioritized according to the following scheme. Our support team will, of course, always endeavor to answer your requests as quickly as possible.

- **High:** The software cannot be used with serious consequences for the licensee's business: Urgent, business-critical work cannot be carried out. The error cannot be circumvented by organizational or other means.
- **Medium:** The functionality of the software is not impaired to the extend that it is rendered unusable. The error can be circumvented temporarily with organizational or other economically justifiable means.
- **Low:** No meaningful impairment of functionality or usability. The use of the software is not, or only insignificantly, impaired.

Related Pages:

- The Scheer PAS Support Center
  - Creating and Managing Tickets