RouteSmart Technologies is dedicated to providing robust technical support for our RouteSmart Engine web service. This policy outlines our commitment to ensuring the high availability, reliability, and performance of RouteSmart Engine while addressing client concerns effectively.

High Availability and Monitoring

RouteSmart Technologies is devoted to maintaining RouteSmart Engine as a high availability service for route processing. Our team conducts continuous 24/7 monitoring of the RouteSmart Engine infrastructure to ensure seamless accessibility and optimal functionality. Our monitoring system promptly detects and alerts us to any potential issues, allowing us to take proactive measures to prevent disruptions and downtime.

Response to Questions Regarding Routing Results Produced by RouteSmart Engine

RouteSmart Technologies values our clients and their satisfaction with the RouteSmart Engine web service and the output it produces. Questions or concerns regarding routing results will be addressed during normal RouteSmart Technologies business hours posted on our website at www.routesmart.com.

Technical Support Channels

Clients can engage with our technical support team through multiple communication channels to ensure a comprehensive and efficient support experience:
Email: Clients can send support requests, inquiries, or concerns to a dedicated email address.
Phone: A dedicated support hotline is available during business hours to enable direct communication with our technical support experts.

Client Escalation Process

In the event that a client issue requires escalation for resolution, RouteSmart Technologies employs a structured escalation process. This ensures that critical issues receive the appropriate attention and resources, leading to swift and effective resolutions.

Knowledge Base and Self-Help Resources

RouteSmart Technologies provides clients with a comprehensive knowledge base and self-help resources. Clients can access documentation, FAQs, tutorials, and best practices to enhance their understanding of RouteSmart Engine and address common queries without direct support intervention.

Service Level Agreement

RouteSmart Engine is backed by a Service Level Agreement (SLA). The SLA for RouteSmart Engine and other RouteSmart Technologies SaaS hosted products can be reviewed via trust.routesmart.com.

Continuous Improvement

RouteSmart Technologies is committed to continuously improving the RouteSmart Engine service based on client feedback, emerging technologies, and industry best practices. We actively seek client input to enhance the usability, performance, and feature set of RouteSmart Engine.

Summary

RouteSmart Technologies is fully dedicated to delivering exceptional technical support for the RouteSmart Engine web service. Our commitment to high availability, proactive monitoring, timely response to client concerns, and comprehensive support channels ensure that clients can leverage RouteSmart Engine to optimize their routing needs effectively and achieve their business objectives.