DOUBLEKNOT CUSTOMER SUPPORT OVERVIEW

Our Team is Here to Help!

We are developing service-level agreements (SLAs) and procedures to improve response and resolution times. To support these improvements, our processes will include:

- ✓ **Ticket Submission Portal**: For fastest response, submit tickets and help requests at support.doubleknot.com. This triggers a response from our team and automatically enters your ticket in the support queue.

- ✓ **Prioritized Ticket Escalation:** Throughout the day, our team triages and prioritizes tickets into one of three levels depending on the urgency and complexity of your request. Our goal is to notify you of the estimated completion date for your request within 48 hours.

- ✓ **Troubleshooting Calls:** In some cases, our team may need to speak with you directly to resolve an issue. Our team will contact you by email to arrange a call.

- ✓ **Escalation to Engineering:** If an issue cannot be resolved through our customer support processes, it is added to our software developers' monthly sprint.

- ✓ **Enhancement and Feature Requests:** Often, we receive inquiries and requests for new functionality that require software development. We review these requests and forward them to our product management and engineering teams on a monthly basis.

Requirements and Best Practices for Submitting Tickets to support.doubleknot.com

OVERVIEW

We take all customer interruptions seriously.

To resolve tickets more efficiently, we require detailed and accurate information about the issue. The new submission process at support.doubleknot.com will make it easier for you to provide the information we need to resolve the problem and empower our team to start work immediately on resolving the issue instead of requesting more information.

PROCESS

STEP 1:
Click "Open Support Ticket"

Be prepared to provide detailed information

Welcome to the Doubleknot Help Center!

How can we help? 🔍

Search for answers and browse our articles.

💡 HELP ARTICLES

✉️ OPEN A SUPPORT TICKET

STEP 2: Complete Submission Form

Enter all requested information to help us respond

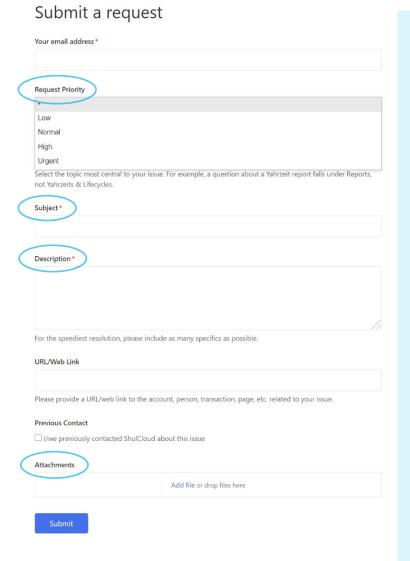Use Best Practices below for even faster response!

Submit a request

Your email address *

Request Priority

```
-
Low
Normal
High
Urgent
```

Select the topic most central to your issue. For example, a question about a Yahrzeit report falls under Reports, not Yahrzeits & Lifecycles.

Subject *

Description *

For the speediest resolution, please include as many specifics as possible.

URL/Web Link

Please provide a URL/web link to the account, person, transaction, page, etc. related to your issue.

Previous Contact

☐ I/we previously contacted ShulCloud about this issue

Attachments

Add file or drop files here

Submit

BEST PRACTICES

Our "shared responsibility" model requires accurate, complete information so that we can efficiently triage and resolve requests.

Submit a request

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Please do your best to follow these best practices:

Request Priority: If the issue is immediately impacting your business, select Priority Level "high" or "urgent"

Subject*: Include your organization, topic, and the priority level you selected in the Request Priority menu

Description*: Add detailed and specific notes to your ticket including screen shots, what feature you were using, steps to recreate, and any other information to help us understand the issue. If the issue is related to an upcoming event or program, please provide the name and date of the event.

Attachments: Ticket requests with attachments / screenshots will be prioritized. This is an indication to our Customer Support team the ticket it thoroughly detailed and there will be less time spent digging for information.