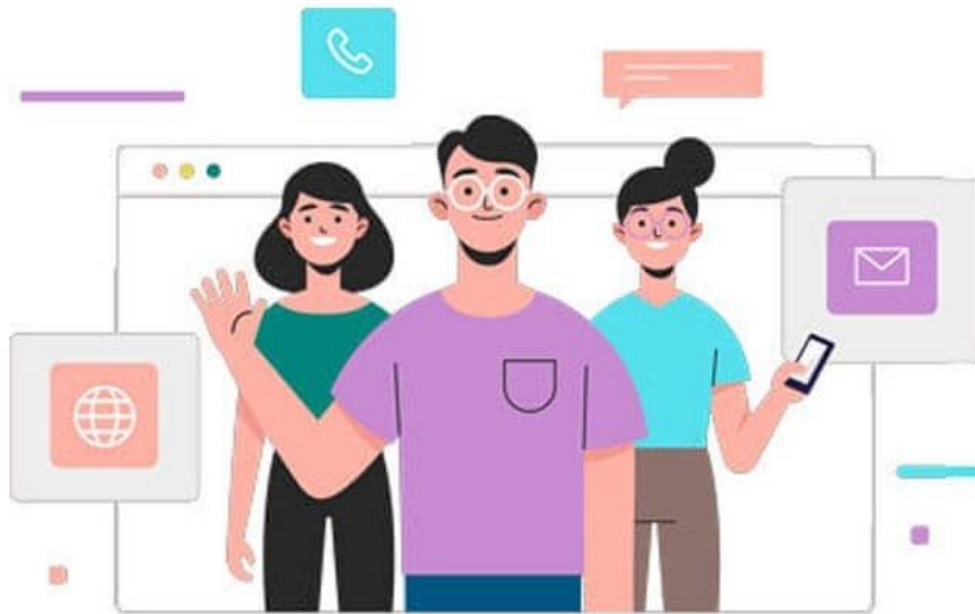**NOPAPERFORMS**

NoPaperForms Support

February 18, 2021

HOW TO CREATE A SUPPORT CASE:

Using our platform and seem to need some help? Get in touch with our customer support

Email ID: ticket@nopaperforms.com

Please Note: A ticket is auto-generated as soon as you drop an email to us. Our team will reach out to you in a maximum of 8hrs, so please bear with us.

HOW TO REACH US VIA EMAIL:

Using our platform and seem to need some help? Get in touch with our customer support

Email ID: ticket@nopaperforms.com

HOW TO KEEP YOURSELF UPDATED:

We have a well advanced Knowledge Base to help you glide through what all we offer when Post Application is considered, you can go through the below links, before you actually log in to our system and start with the amazing journey with us.

Link 1:
https://support.nopaperforms.com/hc/en-us/articles/360053281513-All-About-Scoring-workflow

Link 2:

https://support.nopaperforms.com/hc/en-us/articles/360050741773-How-to-allocate-applicants-to-score-card-from-Application-Manager-

Link 3:

https://support.nopaperforms.com/hc/en-us/articles/360024478433-How-to-filter-and-view-leads-by-Lead-Scores-

Link 4:

https://support.nopaperforms.com/hc/en-us/articles/360048622093-How-to-use-Scorecard-

SLA

<u>Server</u>

NoPaperForms complete infra is configured on Amazon Cloud(AWS). AWS will use commercially reasonable efforts to make the Included Services each available for each AWS region with a Monthly Uptime Percentage of at least 99.99%, in each case during any monthly billing cycle.

Service credits are being provided in case the Uptime Percentage goes as per the below-mentioned data points:-

Monthly Uptime	Service Credit Percentage
Less than 99.99% but equal to or greater than 99.0%	10%
Less than 99.0% but equal to or greater than 95.0%	30%
Less than 95.0%	100%

<u>Support Operations</u>

Tickets support will be assured as per the below-mentioned metrics:-

Metrics	Time Duration
First Response Time	< 8 Hours

Resolution Time(Critical Business Impact)	24 Hours - 48 Hours

SALES ENQUIRIES

Interested in getting your teams to work as one? Talk to our experts today

Phone No: +91 – 7303 393 210

Email ID: switchon@nopaperforms.com