

Smarte Support: Precise, timely and complete answers to all of your questions.

Hours of Operation: 9 am ET to 8 pm ET, Monday through Friday

There are instances that require support outside of these hours for clients in different time zones around the world. To make an appointment for off-hour assistance contact [support](#). SmarteSoft Support is not available on standard United States holidays including Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas and New Year's Day.

Response Time: A response to an initial support request will be received within 24 hours. In most cases a response will be received sooner; 24 hours is an outside limit.

Response Mode: Support is provided via email. In some instances, a GoToMeeting will be scheduled to provide real-time interaction between your team, your application and Smarte Support. Your support representative will schedule this type of meeting and provide login information.

Fast-Track Your Support Request: Responses to the three questions below will provide the preliminary information needed to address your issue. Including the information requested will fast-track your support ticket.

1. Can SmarteSoft™ Support gain access to the application under test (even a demo version)? If this is not possible, please include **screen shot images of the application and the objects** involved. If an error message is displayed please include a screen shot.
2. Forward the entire test script folder involved in the test (including subfolders). Be sure to close SmarteScript™ or SmarteLoad™ before compressing the test script folder.
3. What language is used for developing the application under test (AUT)? What operating system is being used? What browsers are being used?

At SmarteSoft, we measure our Support Team on quality of response not volume of responses. Your complete satisfaction and the success of your project is our objective.

Additional Resources

For answers to frequently asked questions visit [FAQs](#).

Recorded product demonstrations are available [here](#).

Visit the [events](#) page of our website for a calendar of upcoming events and registration links for live product demonstrations and free training opportunities.