

Priority Support

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Introduction

Thank you for choosing FormAssembly's Priority Support!

FormAssembly's Priority Support option is for Enterprise and Compliance Cloud customers to help you get the support and answers that you need at lightning fast speed. With phone escalation options, a 1-hour guaranteed first response time, and other options, you can get your questions answered faster and move on with your workday sooner.

If you're interested in purchasing Priority Support, please contact your Customer Success Manager (CSM) for more details. If you're unsure of your CSM's email, please email success@formassembly.com for assistance.

Please Note: Priority Support does not allow for the prioritization of an issue that requires product development.

Priority Case Resolution

We guarantee a 1-hour first response time and a best effort resolution time for all submitted questions or issues.

How does it work?

Contact our Support Team via your FormAssembly instance under the Help menu or head [here](#) to learn about all of the support mediums we offer. If you submit a case through email or our [issue reporting form](#), your case will receive priority routing.

Account Check-In Calls

You will be able to schedule up to four (4) Account Check-In Calls with a Customer Success Manager (CSM) where we can help you get the most out of FormAssembly, share system/services feedback,

and discuss the product roadmap.

How does it work?

You can schedule an Account Check-In Call by emailing your CSM for more details. If you're unsure of your CSM's email, please email success@formassembly.com for assistance, or we may reach out to you to set up a time to check-in.

Form Reviews

Work with a Customer Success Manager (CSM) to review and test a single form before launching it to your respondents.

How does it work?

You can schedule a Form Review for a single form with a CSM by emailing your CSM for more details. If you're unsure of your CSM's email, please email success@formassembly.com for assistance.

Case Escalation by Phone

You will be able to escalate a High/Critical issue from our Tier 2 support level to a Customer Success Manager (CSM) from Monday through Friday during U.S. business hours (8am - 8pm ET).

How does it work?

You can ask the Tier 2 customer support representative you are working with to escalate the case to a Customer Success Manager for more hands-on via phone call or screen share or you can schedule a call directly by emailing your CSM. If you're unsure of your CSM's email, please email success@formassembly.com for assistance. When scheduling your call with your CSM, please include your support case number.

Engineering Add-On

If you've purchased the Engineering Add On for more technical help and 24/7 escalation for critical issues, please reach out to your CSM to request direct access to our engineering team. If you're unsure of your CSM's email, please email success@formassembly.com for assistance
