

PROFESSIONAL

Service Level Agreement (SLA)

SLA Parameter	Pack Commitment
Monthly Hours	10
Response Time	Within 24 business hours
Resolution Time	1–3 business days , depending on issue
Availability	Monday–Friday, 09:00–18:00 CET
Communication Channels	Ticket system, email, or video call
Unused Hours	If not used transfer to the next month
Reporting	Monthly support summary + recommendations
Ideal For	SMEs, Odoo partners, and teams with recurring needs

Response Time = time to acknowledge and start investigating.

Resolution Time = target time to deliver a solution or workaround, subject to complexity and Client cooperation.

Service Hours

Standard support hours: **Monday–Friday, 09:00–17:00 CET**

Tickets may be submitted 24/7 through the online HelpDesk or by email.

Requests received outside business hours will be processed on the next working day unless the Client has an active 24/7 support agreement.