

[Xray] When will my request will be answered by Xray Support? What is the SLA?

If you submitted a request for help, report a problem/ issue or have questions about Xray at our support portal <https://jira.getxray.app/servicedesk/customer/portal/2> you will get an answer at least 3 business days.

Check the table for the complete SLA on time to reply.

Support Level	Severity	SLA
Standard - Monday to Friday	S1 Critical	8 business hours (1 day)
	S2 Serious	24 business hours (3 days)
	S3 Moderated	24 business hours (3 days)
	S4 Minimal	24 business hours (3 days)
Enterprise - 24/7	S1 Critical	4 hours
	S2 Serious	8 hours
	S3 Moderated	24 hours
	S4 Minimal	48 hours

What about severity?

This is what they mean:

S1 Critical: Application down or major malfunction affecting business and high number of staff

S2 Serious: Serious degradation of application performance or functionality

S3 Moderated: Application issue that has moderate impact to the business

S4 Minimal: Issue that has minimal impact on business and can be tolerated for a reasonable period

When opening a Customer ticket Severity field is optional and should be filled according to your understanding of the issue (but might be adjusted by support if new information comes to light that changes the Severity).