Product Support Overview

Our support team is here to assist you every step of the way, and we've put together this product support policy to help you understand what you can expect from us.

SUPPORT TEAM EXPERTISE

At SPHERE, we take immense pride in our product support team, which consists of highly qualified and experienced professionals dedicated to ensuring your success with our products. Our team members undergo rigorous training and hold industry-recognized certifications, making them true experts in the field.

IN-DEPTH PRODUCT KNOWLEDGE

Each member of our support team possesses an in-depth understanding of our product and features. Their extensive knowledge allows them to address a wide range of technical challenges and provide comprehensive solutions promptly.

CONTINUOUS TRAINING AND SKILL ENHANCEMENT

We believe that continuous improvement is vital in a rapidly evolving technological landscape. Therefore, our support team regularly undergoes training and skill enhancement programs to stay up to date with the latest industry trends and advancements. This commitment enables them to offer you innovative solutions and expert guidance.

CUSTOMER-CENTRIC APPROACH

Beyond technical expertise, our support team is known for its customer-centric approach. We understand that every customer is unique, and we take the time to attentively listen to your needs and concerns. Our team is dedicated to offering personalized solutions tailored to your specific requirements.

EFFICIENT ISSUE RESOLUTION

When you reach out to our support team, rest assured that you are in capable hands. We are committed to swift and effective issue resolution, striving to minimize any operational disruptions. Our goal is to get you back on track as quickly as possible so that you can focus on what matters most — your success.

FEEDBACK-DRIVEN IMPROVEMENT

We value customer feedback immensely. Your insights and suggestions help us continuously refine our support services and enhance our products. We encourage our support team to actively seek feedback and ensure that your voice is heard throughout the support process.

At SPHERE, our support team is not just a group of experts; we are your partners on your journey to success. We are passionate about helping you achieve your goals, and we look forward to being there for you, every step of the way.

PRODUCT SUPPORT HOURS

Our standard support hours are Monday through Friday from 8:00 AM to 6:00 PM Eastern Time. During these hours, our support team is ready to help you with any questions or issues you may have.

STANDARD SUPPORT

Included in your subscription is standard support, which provides access to our extensive knowledge base, frequently asked questions, user manuals, and direct communication with our support staff.

CUSTOMER SUPPORT OPTIONS

We understand that you may need occasional support beyond our standard hours or prefer more personalized assistance. That's why we offer custom support options tailored to your needs. Please contact your SPHERE Account Executive or Customer Success Manager (CSM) so we can better understand your unique support needs and we'll work with you to find the best solution to meet those requirements.

SOFTWARE UPDATES AND UPGRADES

We continuously work on improving our products to provide you with the best experience. Regular software updates are part of our commitment to your success. We'll be sure to keep you informed about new features and upgrades as they become available. Please ensure your product is up to date with the latest upgrades. You can contact the SPHERE support team or your CSM to schedule your software updates.

Customer Expectations

FOLLOWING STRICT CHANGE CONTROLS

Quite often, changes to the configuration, settings, or the implementation of something new can cause an issue. We strongly encourage our customers to maintain a change log to document any changes, ensuring that we can refer to changes made as part of the troubleshooting process.

POC AND TEST IN LOWER ENVIRONMENT

Prior to pushing changes in the production environment, it is always recommended to implement any new use case or test in lower environments prior to promoting to production. This ensures limited risk as well as providing the ability to roll back if required.

PROVIDING ACCURATE INFORMATION

When contacting our support team, please provide as much relevant information as possible about the issue you are facing. This includes specific error messages, steps to reproduce the problem, and any other relevant details. Accurate information helps our support team quickly diagnose and resolve the issue.

UTILIZING SELF-HELP RESOURCES

Before reaching out to our support team, we encourage you to explore our comprehensive knowledge base, FAQs, and user guides. These self-help resources contain valuable information that can often provide a quicker resolution to common issues and answer many of your questions. Please visit us online at https://support.sphereco.com to take advantage of these tools.

ISSUE REPRODUCTION

In some cases, our support team may need to replicate the problem you are experiencing to accurately identify the root cause. If applicable, please provide the steps to reproduce the issue, or be prepared to demonstrate the problem during remote sessions, if needed.

TIMELY RESPONSE TO REQUESTS

If our support team requires additional information or clarification from you, we would appreciate your prompt response. Timely communication helps us expedite the support process and prevents unnecessary delays in resolving your concerns.

SECURITY AND ACCESS CONTROL

To ensure the security and privacy of your data, please be cautious with the information you share during support interactions. Avoid providing sensitive credentials or data unless specifically requested by our support team and restrict access to your accounts to authorized personnel only.

IMPLEMENTING RECOMMENDATIONS

Our support team may provide recommendations or solutions to improve your experience with our products. We encourage you to implement these recommendations to fully leverage the capabilities of our solutions and maximize the benefits they offer.

PROVIDING FEEDBACK

We value your feedback. Your thoughts on our support services, product experiences, and any suggestions for improvement are welcome. Your input helps us continually refine our offerings to better meet your needs.

By adhering to these shared responsibilities, you play an active role in ensuring a seamless and productive support experience. We value your partnership and look forward to working together to achieve your goals.

HOW TO REACH US

Here are the ways to contact our friendly support team:

Customer Portal
https://support.sphereco.com

Email
support@sphereco.com from your registered email address.

Phone
1-844-SPHERECO | 1-844-774-3732