Support

Business hours

Monday - Friday from **08:00 - 17:00 CET**.

Response times

Expect a response to **support requests** created via our **Support portal** within 1 business day (24 hours).

Our standard support includes

- Troubleshooting installation problems
- Troubleshooting app and configuration problems
- Answering standard configuration / licensing questions
- Guiding customers to existing documentation articles

Our standard support does **not** include

- Extensive non-contracted requirement analysis
- Provision of complex or ready-made custom solutions
- Product training
- Product integration
- Product consulting

Additional information

- We only support app versions that are officially listed as officially supported in each Marketplace app listing.
- We do not take any responsibility for issues or problems that may arise through the use of third party apps.
- Only Jira and Confluence versions officially supported by Atlassian will be supported. See the **Atlassian Support End of Life Policy** for more details.
- Only customers with a valid subscription or maintenance license will be supported. No SEN (Support Entitlement Number) needed for general questions or inquiries.

Headquarter

decadis

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Imprint