



Support Guide

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MindGenius Online Support

Frequently Asked Questions

- *Where can end users of MS Teams get customer support for your app?*

Via our manned support desk at info@mindgenius.com

- *What SLA do you have for responding to end-raised customer issues via your support channel?*

Office hours are between 9-4:30pm Monday to Friday GMT – Response within the hour (outwith office hours – within the first hour of the subsequent working day)

- *What is the escalation matrix for end users to get faster response and resolution for their issues?*

Escalation is to Mr David Lenthall at info@mindgenius.com



MindGenius Online Support

Contact Us

- For Support enquiries, contact us via support@mindgenius.com
- For General enquiries, contact info@mindgenius.com
- For Sales enquiries, contact sales@mindgenius.com

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