



GradLeaders

Service Request Process

(for customers using GradLeaders Career Center, The Outcomes Survey, Internship Management, Workforce Development, SiTUATE, and all other products and services provided by GradLeaders USA, LLC.)

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Welcome!

This document will help guide you through the GradLeaders Service Request Process.

This document describes the support process for all customers using GradLeaders Career Center and all other products within the GradLeaders USA product suite.

Any questions about GradLeaders Career Center, including requests for training, technical support, reports of a potential defect, or feature requests are considered a Service Request.

Goals of the Service Request Process:

- Increase overall responsiveness to customers' needs
- Improve communication and response times
- Assist customers in achieving program and system objectives
- Report in real time the status of Service Requests using the HelpDesk system

Support Team

- To initiate a Service Request, submit a support ticket via email to Support@GradLeaders.com. Your Service Request will then be visible to multiple dedicated, qualified customer support associates as well as management.
- Requests are classified based on complexity.
- If escalation is required, the support team will route the request appropriately.

Included in the Support Team is the next level of support provided by the Customer Relationship Manager (CRM). They will be available to work on more complex Support Requests including system site reviews, scheduled training, data integration/upgrade processes, configurations and other more advanced support.

If there are any questions about who to contact, start with the Support Team (Support@GradLeaders.com). They will make sure that your request is routed to the appropriate member of the GradLeaders team.

Making a Service Request

To initiate the Service Request Process, send an email to support@gradleaders.com. Emails can be sent from any email client and will initiate requests for training, technical support, feature requests, or defect reports.

Your Support Request email will automatically generate a notification confirming that your Service Request has been received.

Step Description	Alerts & Notifications	Support Commitment
Customer sends email to support@gradleaders.com with name, role affected, description, and importance level.	Customer receives confirmation email.	Ticket Assignment to Support Agent within 24 Business Hours

Making a Service Request: Critical

If an issue requires expedited review (less than one business day), submit a Critical Service Request by including the word 'CRITICAL' in the subject line of the email.

A Critical Service Request occurs when a business process cannot be completed and no workaround exists.

Step Description	Alerts & Notifications	Support Commitment
Customer sends email with 'CRITICAL' in subject.	Customer receives confirmation email.	Immediate
Support team reviews and classifies request.	Customer notified of classification.	Within four business hours

Service Request – Process and Timelines

Step	Description	Support Commitment
1	Service Request received by Support Team	Day 1
2	Assigned to Support Team member for review	Within 24 hours
3	Classified as defect, critical defect, or task	Day 2
4	Resolved or response provided	Resolution timeframe varies based on complexity
5	Ticket solved/closed after confirmation	N/A

Examples of Tasks and Turnaround Times

Simple Tasks (1–3 Business Days)

- Adding a new survey question
- Changing text on an existing question
- Turning settings on or off
- Dashboard adjustments
- Permission group adjustments (add/remove permission or function)

Moderate Tasks (3–5 Business Days)

- Adjustments to modules already implemented and configured
- Creation of rules and permission groups
- Data imports
- Looker Reporting

Complex Tasks (5–10 Business Days)

- Setup of a new module for testing and implementation
- Setup of a new integration for testing and implementation
- Complex Looker Reporting

Defect – Process and Timelines

A defect is a flaw within the software application that results in an error message, incorrect data storage, or results that do not match system requirements.

Step	Description	Commitment
1	Defect verified by Technology Team	Within 5 business days
2	Assigned to development team	Scheduled within 15 days
3	Fix installed in production	Customer notified

Critical Defect – Process and Timelines

A critical defect prevents completion of a business process and may result in total system failure or loss of data.

Step	Description	Commitment
1	Defect classified and verified	Within 4 business hours
2	Assigned to development team	Immediate
3	Fix tested in Beta testing environment	After resolution
4	Fix installed in production	Next earliest maintenance window and/or hotfix release

****Note: Purchased Custom Development and Advanced Services are excluded from the standard SLA timelines. Custom requests will be quoted for delivery time, requirements gathering, QA, and standard costs. A new agreement and order form will be generated.*