

SLA & Deliverables – FAQ

Q: Can I request a specific report format (e.g. DOCX)?

A: Yes, upon request in Pro/Enterprise plans.

Q: What happens if SLA is breached?

A: You may request SLA credit or refund based on agreement.

Q: Is real-time reporting supported?

A: Only on Enterprise plans with API or integrated dashboard setup.

Q: Can I extend the report retention window?

A: Yes, request via portal under Settings → Retention Policy.

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