

A large, semi-transparent blue circular logo consisting of two concentric circles, positioned on the left side of the image.

alkira

Alkira Support

Contact Methods

24x7x365



Chat (Alkira portal)

- Chat with a subject matter expert to get clarification
- Chat is a one-to-one conversation with an SME
- Chat history is short-lived (when necessary, we will convert your chat to a Ticket)
- No Robots!

Support Ticket (Alkira portal)

- Open a Support Ticket to report a Problem
- Tickets are meant for tracking issues
- Track one issue per-ticket (avoids confusion)

Email

- If you are unable to open a ticket, you may email support@alkira.com

Time to First Response

- Low (General Guidance) – 24 hours
- Medium (System Impaired) – 12 hours
- High (Production System Impaired) – 4 hours
- Critical (Production System Down) – 30 minutes

Note: Chat and Tickets both have the same targets

Company Escalation Contacts

Head of Escalation

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Thank You!