Getting Help

Find the right support channel for your needs.

Product or Documentation Issues

Report bugs, documentation errors, or usability problems without requiring license information.

Report at: Technical Support
(No license required)

What to report:

- Installation problems
- Tutorial steps with unclear or unexpected results
- Documentation errors or missing information
- Product bugs or unexpected behavior
- Usability issues affecting workflow

Evaluating the Platform

Get expert guidance during your evaluation phase.

Schedule Solution Design Meeting
Email: sales@tatsoft.com

What we provide:

- Architecture review for your requirements
- Proof of concept guidance
- Feature demonstrations
- Licensing recommendations
- Migration path from existing systems

Registered System Integrators

Dedicated support channels for certified partners.

Partner Support:

- Email: sales@tatsoft.com
- Discord: #partner-channel (invite required)

Partner Resources:

- Priority technical support
- Solution architecture consultation
- Co-marketing opportunities
- Partner enablement: instructor-led training, and per-person FrameworX certification

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Phone attendance

Production support for licensed installations.

Phone: +1 (872) 225-2060

Coverage: 9:00 a.m.–11:00 a.m. and 12:00 p.m.–6:00 p.m., Monday to Friday.

Community Resources

Connect with other FrameworX users and experts.

Community Forum

forum.tatsoft.com

Best for:

- General questions
- Best practices discussion
- Solution examples
- Feature requests

Discord Community
https://discord.gg/BYhbTfyRyh

Best for:

- Real-time help
- Informal discussions
- Quick troubleshooting
- Community projects

Before Contacting Support

Gather this information:

1. FrameworX version (Help About)
2. License type and expiration
3. Error messages or screenshots
4. Steps to reproduce the issue
5. Solution configuration (if applicable)

Check first:

- [Troubleshooting Reference] - Common issues
- [FAQ Index] - Frequently asked questions
- Community Forum - Similar issues may be solved

Support Response Times (Best Effort, not SLA)

Support Type	Initial Response	Resolution Target
Community Forum	Community-driven	Varies
Standard Email	2 business days	5 business days
Partner Support	1 business day	3 business days
Maintenance Agreement	4-24 hours	48 hours
Critical Production	4 hours	Best effort

Training and Education

Online Training: training.tatsoft.com
Webinar Schedule: tatsoft.com/webinars

Additional Resources

- [Release Notes and What's New] - Latest updates
- [Documentation Offline Access] - Download for offline use
- [Legacy Versions Upgrade] - Migration guides
- [Support Channels and Community] - Detailed contact information