

Support for the AI-Framework

Wed, Feb 19, 2020 [How to](#), [Introduction](#)

Support for the AI-Framework

There are several levels of support available for you when you use software, that has been generated with our AI-Framework, or when you develop software with the AI-Framework.

Contact information

- Phone: [+31 \(0\)345 342161](tel:+3120345342161)
- Email: support@abstract-it.nl
- Website: [Abstract IT B.V.](#)
- Ticket system: [Youtrack van Abstract](#) .¹⁾
- Visit: Oudenhof 2f, 4191 NW Geldermalsen, The Netherlands ([on Google maps](#)).

Support for users

When you use software, that has been generated with our AI-Framework, use one or more of the options below²⁾.

- Report a **critical error** – critical because you can not continue working: Contact us by phone.
- Report an **error**, write us a mail, phone us or write a ticket¹⁾.
- Request a new feature, please write us a mail.
- Need help with the use of the software? Contact your application manager within your firm.
- Or, if there is no application manager, contact us by mail or by writing us a ticket¹⁾.

Notes

¹⁾ Abstract IT has its own ticket system. You may want to contact us for more

information and login credentials.

²⁾ Whether the options above are always and unlimitedly available for you depends on the Service Level Agreement (SLA) we have drafted with you.

Support for developers

For developers we offer the same support as for users. It is also possible to draft a Service Level Agreement (SLA) with us.

[Ask us about our support for developers or about our Service Level Agreements](#)

Online URL:

<https://wiki-ai-framework.abstract-it.nl/article/support-for-the-ai-framework-24.html>