

Simpli List Views Enterprise Support Model

As the developer of the Simpli List Views Enterprise application, I provide personalized support to active Enterprise customers. This includes support for installation, updates, configuration, and general use of Simpli List Views Enterprise. Support does not cover custom development or support of third-party applications.

I strive to deliver timely and helpful assistance for any questions or issues you may encounter, with a priority on urgent issues that prevent use of core software functionality.

Support Channels

- Help Documentation:
 - FAQs: [Technical Guidance](#)
 - YouTube: [Tutorial Videos](#)
- Support Ticketing Site: [Open a Support Ticket](#)
- Email: support@simplilistviews.com

Support Hours

Business hours are Monday through Friday, 9 AM to 5 PM Central (excluding US federal holidays).

Response Times

- First response within 24 business hours
- Most issues resolved within 1-3 business days
- Complex technical issues may require additional time

What to Include in Your Support Request

- Brief description of what you're experiencing
- Any error messages you're seeing
- Screenshots if possible
- What you were trying to do when the issue occurred

- Software version
- Browser/OS/device information (if applicable)
- Severity categories for further guidance:
 - **Priority 1 (Critical):** System-wide outage or critical functionality unavailable
 - **Priority 2 (High):** Major feature unavailable with significant impact on operations
 - **Priority 3 (Medium):** Minor feature unavailable or not working as expected
 - **Priority 4 (Low):** General questions, feature requests, or cosmetic issues

Support Limitations

Third-Party Issues

Please note that I cannot provide support for:

- Third-party applications or services that integrate with Simpli List Views Enterprise
- Issues caused by third-party plugins or extensions
- Hardware problems unrelated to Simpli List Views Enterprise
- Custom code modifications made outside of Simpli List Views intended functionality

If an issue stems from a third-party service, I'll help identify this and direct you to the appropriate support channel when possible. It is the customer's responsibility to pursue resolution with other software vendors in this situation, including Salesforce.

"Works as Designed" Situations

Occasionally, a reported "issue" may actually be a feature functioning as intended. In these cases:

- I'll explain how the feature is designed to work
- Provide documentation or guidance on using the feature effectively
- Add your valuable feedback to the feature request list for design improvement

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[Simpli List Views Enterprise Salesforce Application](#)