Getting help: assistant, tickets and response times

Account, billing & support · https://schoolyland.com/docs/getting-help/

Support is asynchronous and in English, and there is no phone line. It is set up to get you an answer quickly, in the order below.

Step 0: Ask the assistant (instant)

In your customer portal, the Support tab opens with the support assistant. It knows every system on your platform and this entire knowledge base, and it answers immediately, any hour, any day. Most day-to-day questions ("how do I add a coupon", "why isn't my video playing", "how do I tag contacts") end here in under a minute.

Step 1: Open a ticket (hours)

If the assistant can't solve it, open a ticket from the same screen. Tickets get a first AI-assisted reply, grounded in your platform's guides and past solutions, typically **within hours** during support hours.

Step 2: A human (normally within one business day)

Anything the AI can't resolve reaches a human. First human response is normally **within one business day**.

Support hours

Our team operates five days a week, 11:30-19:00 **Eastern European Time (EET/EEST)**. Which days count as business days, and which public holidays are excluded, is defined in our Terms of Service. Tickets can be opened 24/7; the clocks above run during support hours.

What support covers

- Operational questions about every system included in your platform.
- Guidance on how to perform actions ("how do I…").
- Checks of standard flows when something misbehaves: checkout, enrollment, email sending.

What support doesn't cover

- **Doing the work for you**: support guides; it doesn't build your pages, write your content or run your marketing.
- **Custom code and third-party additions**: plugins or code you (or an AI acting for you) added after delivery.
- **Design, content, marketing, business or legal advice.**

For work beyond support's scope, use your AI assistant: it is already connected and can do most build-and-write tasks with you in conversation.

How to get a fast resolution (one good ticket)

1. One issue per ticket.
2. Say what you expected, what happened instead, and where (a link to the exact page).
3. Add a screenshot if it's visual.
4. Mention what you already tried.

A ticket written like that usually gets solved in one round instead of three.