

TriCaster Mini S - Support

Vizrt Standard Software Maintenance & Support is included with the subscription

Support Contact Point	Web form	✓
	Vizrt community portal	✓
Support Contact	24/7 Portal	✓
	24/7 Live Chat	✓
Support Commitments	Response Time (Critical)	<4 Hours
	Response Time (High)	<8 Hours
	Response Time (Normal)	<24 Hours
Support & Maintenance	Licensing & Software Updates	✓
	Viz University	✓
	Remote System Support	✓
	Submit Feature Ideas	✓
Global Support Knowledge	Self-Service Knowledge Base	✓
	Vizrt Community Forums	✓
3rd Line Technical	Availability	8*5
Proactive Support	Live System DevOps (Flowics subscription)	✓

Support case handling might be limited for software running on non-certified hardware