Get Help!

Clever Ducks

Flight Path

Need an interactive session:

Book a TimeZest

Off your list & onto ours:

service@cleverducks.com

Click the Clever Duck on your screen

(805) 547-2377
Please call for emergencies

We're Here

REGULAR HOURS
Mon–Fri, 8 AM to 5 PM

AFTER HOURS
On call 24/7, emergencies only

Help Us Help You

Skip the back and forth and include:

- Your name and best contact
- Whether you can still work
- What's Wrong
- When it started
- Who else is affected
- Screenshots, if you have them

Our Response Times

Two things help set priority: whether you can work and how many people are impacted

How fast we respond

PRIORITY		WHAT IT MEANS	WE RESPOND WITHIN
P1	Critical	Work has stopped for everyone	**30 minutes**
P2	Urgent	Work has stopped for you or your team, or something's acting up for everyone	**1 hour**
P3	Standard	Something's acting up for you or your team, but you can still get your work done	**Half a business day**
P4	Scheduled	A request or question	**Next business day**

Response times are how fast a Duck gets to you, not how long the fix takes.