Brikit Support Policy

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Brikit offers support through our Brikit Support JIRA system. Our procedures are similar to Atlassian's. Our goals are to provide consistent and timely service to all customers as well as a location where all users can view and track issues

We appreciate the time required to create support tickets. Given the need to manage everyone's issue in a professional manner, we have implemented JIRA as our support mechanism.

Support Entitlement Number

A Support Entitlement Number (SEN) is required for product support. The SEN identifies each of your organization's product instances and helps us know what support you need. Providing the SEN in your support request speeds up the process. You can find your SEN under the Confluence Administration (

) menu by selecting General Configuration and then choosing System Information (in the side panel under Administration.)

Support Communication

We monitor incoming tickets on a daily basis, during business hours. We try to respond to new issues and comments within one or two days. However, other tasks may override our ability to provide feedback within a short timeframe. If your concerns have not been met in a timely manner, please submit a comment in your JIRA issue. Someone will respond with an update. We also prioritize issues according to severity and type. Please keep this in mind when waiting for a response.

Service Level Agreement

Our support levels are described in the Brikit Support Service Level Agreement.

JIRA Privacy Policy

Due to the need for privacy between customers, we restrict user access.