Technical Support Document

Contacting Support

Email: caio@virtualt.own

Phone: +55 11 94552-5252

Hours of Operation: 9 am - 5 pm (Mon-Fri)

Support Tiers

Tier 1: Basic Support

Initial contact and issue identification.

Common issues and quick fixes.

Guidance on product features and usage.

Tier 2: Advanced Support

Complex issue diagnosis.

In-depth technical assistance.

Coordination with product specialists.

Tier 3: Expert Support

Direct access to senior technicians.

Escalated issue resolution.

Custom solutions and workaround development.

Response Time

Tier 1: Within 24 hours.

Tier 2: Within 48 hours.

Tier 3: As per the complexity of the issue.

Additional Resources

User Guides: university.virtual.town