Contacting Cavallo Support

Cavallo Support - 2025-06-03 - Troubleshooting

Overview

Cavallo's support site features a Helpcenter with a vast library of support articles and videos. Search our existing documentation first if you are experiencing a problem with one of Cavallo's products.

If you are unable to find the help you need in our Helpcenter and you are a Cavallo partner, or a customer who is up-to-date on your Enhancement subscription, you can submit a ticket, or call our team at (616) 245-1221, option 1.

Support hours are Monday-Friday 8am-5pm EST. If you are experiencing an urgent issue outside of business hours, please reference our after-hours support section located at the end of this article.

Searching Documentation

When searching our documentation for an article or video, use strategic keywords and phrases to find what you're looking for.

When typing individual keywords into our search bar, our site will look for documents that contain any of those keywords, but not necessarily together. For example, if you were to type the words sales, batch, and processing into the search bar, the search results would include documents that contain those words in any order or combination.

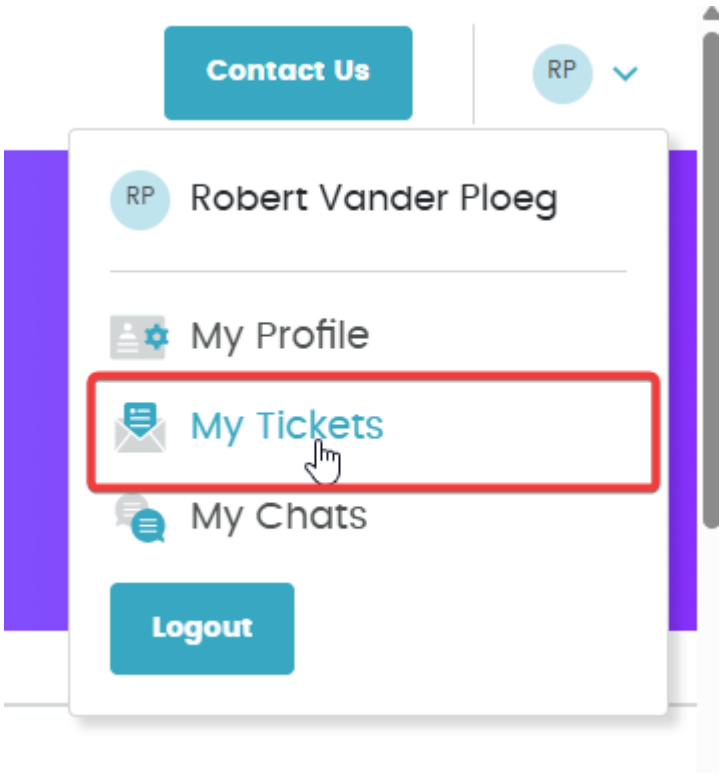
In many cases, searching against a particular phrase is more useful. To search a phrase, contain the words of the phrase in quotation marks. So, in our example, if you type "sales batch processing" into the search bar, the search results will only include documents that contain those words in that order.

If you read one of our articles or watch a tutorial and you have any feedback on the content, let us know by selecting "Helpful" or "Unhelpful" at the bottom of the page. We're always working to keep our documentation up-to-date and reliable.

Using the Helpcenter

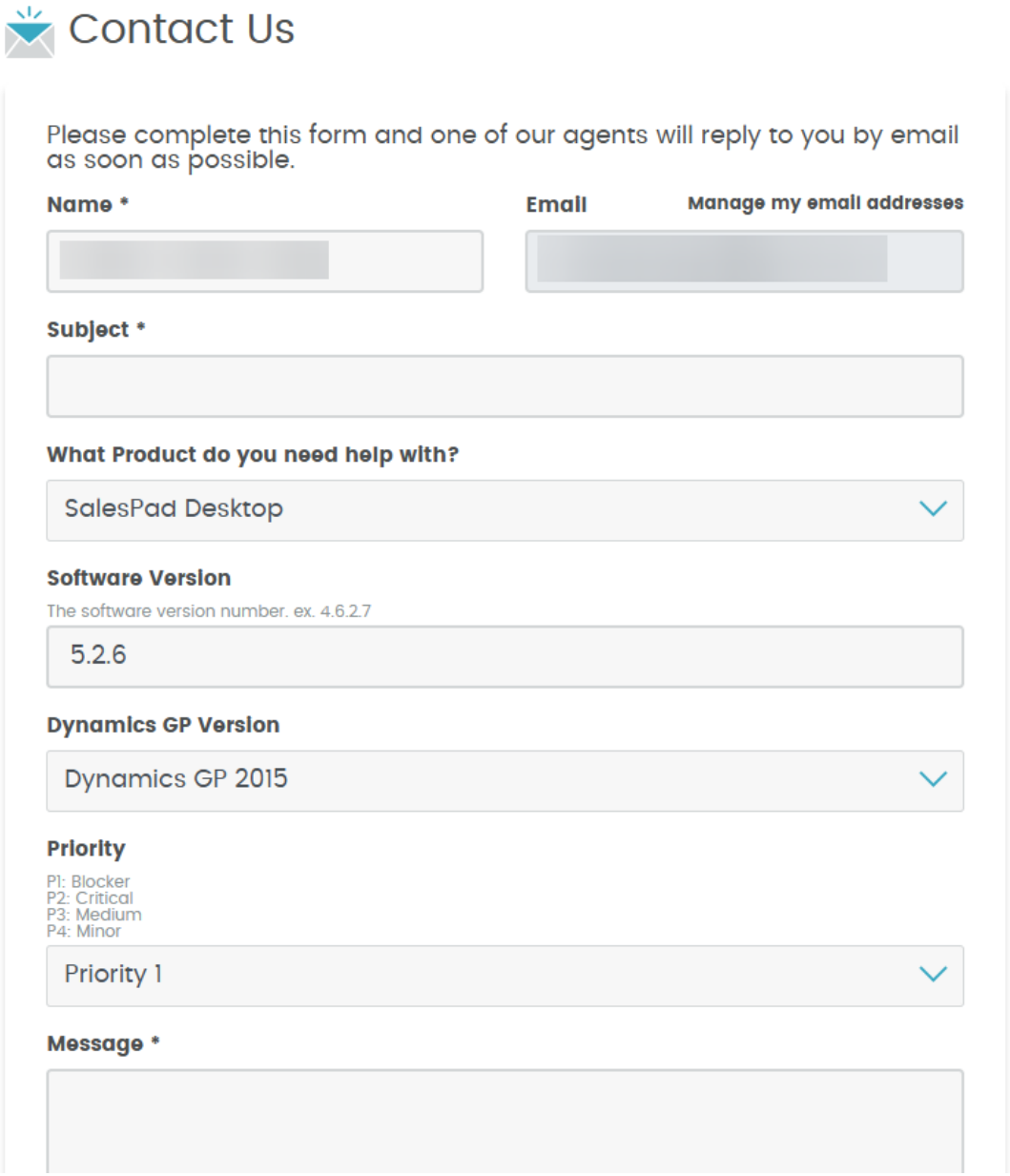
Starting a Conversation

To submit a support ticket with the Helpcenter, sign in to a Helpcenter account. Click **Sign in** in the upper right-hand corner of the Support Helpcenter to get started.

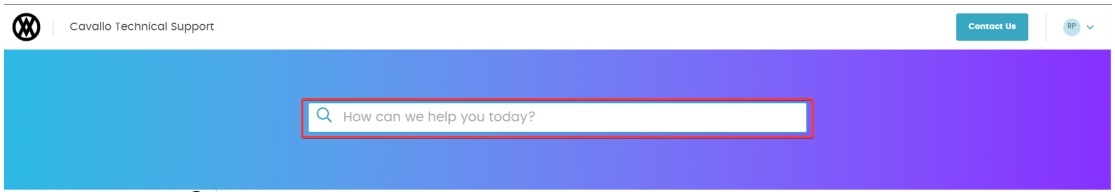


A new account can be created by clicking **Register for an account.** and following the on-screen prompts.

After signing in, new tickets can be created by clicking **Contact Us** in the upper right-hand corner. From there, select the desired Cavallo product from the list and fill out the ticket with information to help the support team understand how best to assist with the issue. If possible, please upload full-screen screenshots in the Add attachment section.



Note: We recommend searching for existing Knowledge Base articles that may exist regarding your issue via the search bar at the top of the page before submitting a ticket. Be sure to review these resources, as they may contain answers or insight into a solution for the ticket.



To ensure that issues are looked at within a reasonable timeframe, we assign a priority to every ticket. When determining the priority of an issue, we use the following guide:

(Highest) **1** - You cannot perform critical business processes

2 - Critical business processes are severely impacted

3 - Major issue, but it is not impacting your ability to conduct business

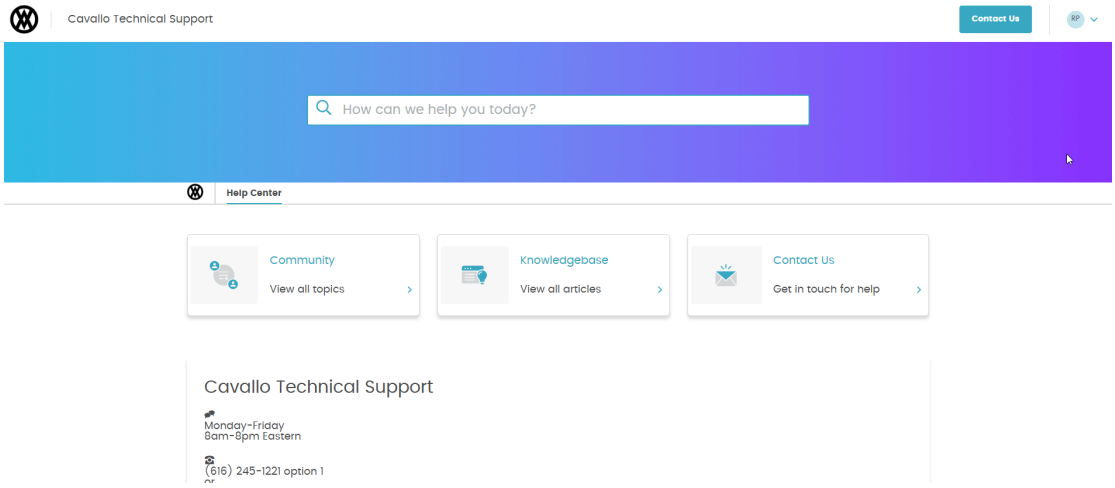
(Lowest) **4** - Minor issue with little to no impact on your day-to-day processes

Based on the priority given to a ticket, you can expect a reply/resolution within the timeframes listed below:

	First Reply	Next Reply	Resolution
1	30 Minutes	1 Hour	9 Hours
2	1 Hour	2 Hours	18 Hours
3	2 Hours	4 Hours	18 Hours
4	4 Hours	8 Hours	18 Hours

*Resolution times do not apply if the issue requires involvement from our Development Team

Once all necessary information has been entered, hit **Submit** at the bottom of the form to send the ticket to our support staff. After creating a ticket, the status can be checked at any time by navigating to the **My Tickets** page via the dropdown in the upper-right corner.



Contacting Support by Phone

The most effective way to begin troubleshooting an issue is to call our Support Team. They can be reached at (616) 245-1221, option 1, or our toll-free number (800) 935-5660. While on a phone call, Support Specialists can gather information on a remote session, determine the scope of the issue, and take the necessary steps toward finding a resolution.

After Hours Support

Even though our offices are closed, we are obsessed with our customers' success! If your company is not able to perform key business functions, submit a ticket with the keyword 'Urgent' and you'll be contacted by a team member within 30 minutes, up to 8pm EST Mon-Fri.

Contact your sales rep if you anticipate requiring Support's assistance outside of business hours. We ask for a minimum of two weeks' notice to accommodate your request.