Frequently Asked Questions

Web Services
Single Sign On – Real Time Import (SSO-RTI)
Real Time Event Notification (RTEN)

Language: Support is available in English language at this time

Support hours:

- First Level Support available 24 x 7
- Second Level support for priority 1 & 2 type of requests – 24 x 7
- Second Level support for priority 3 & 4 type requests – M-F from 9:00am to 6:00am BST / 2:00am to 11:00pm CST (20 hr. / day)

Web Services Client Support request form:

Web Services Client Support request form is provided to expedite resolution of your issue. The form is available at: pearsonvue.com/appsupport

Support requests:

- Request support by completing the Web Services Client Support Request form OR
- Call First Level Support and submit the completed Web Services Client Support Request form.

First Level support service:

- Assist in process of opening a support request
- Status of open support requests
- Available status of production system Web Services

Second Level support service:

- Triage with the client and resolution of the support request
- Escalation as needed to additional Pearson VUE resources

Service response. Web Services support requests will be processed in the following order:

Type of request	Response time (best effort)	Response method
Priority 1 No transactions being processed	**2 hours** 24 x 7	**Email or phone call** as appropriate
Priority 2 Issue with subset of transactions	**2 hours** 24 x 7	**Email or phone call** as appropriate
Priority 3 Issue with individual transaction	**4 hours** During 2nd Level hours	**Email or phone call** as appropriate
Priority 4 Change or enhancement request, design considerations, general information, non-Production systems	**24 hours** During 2nd Level hours	**Email or phone call** as appropriate

Tracking: All support requests via email or phone are logged. First level support calls are recorded.

Support contact phone numbers:

Available on webpage: pearsonvue.com/appsupport