

What makes Faria support different

1

Unified in-house team

Real Faria staff. Every agent has full context on your account and products.

11

Time zones covered

Global coverage means your school gets timely help, and with local understanding.

100k

Annual Tickets Handled

A friendly and knowledgeable team at the ready.

Every Faria school receives **Essential Support** as part of their subscription - including email support, an AI-powered Help Centre and access to our full resource library. **Standard and Premium** plans add extended coverage, phone support, services and priority handling.

✔ Support included by plan

Essential

- AI-powered Help Centre (24/7, in-app)
- Email support - office hours, all users
- Self-service guides and how-to courses

Standard

- everything in Essential, plus

- **24/5 global phone and email coverage**
- School support dashboard
- 24-hour critical issue escalation

Premium

- everything in Standard, plus

- **Priority routing** to senior specialists
- **Faster response** and guided assistance
- **Hands-on support** for complex tasks

ⓘ What each support feature means for your school



AI-powered Help Centre

All plans

Central library of searchable guides, walkthroughs and contextual tutorials available in-app, on the web and on mobile - 24 hours a day, 7 days a week. Covers all Faria products, user types, multiple languages, and is continuously updated. Available to every school.



Email Support

All plans

Dedicated email support for all school-affiliated users - teachers, administrators, students and parents - during school business hours. Your whole community is covered, not just the main admin contact.



24/5 Global Coverage and Phone Support

Standard and Premium

- Extended coverage beyond business hours
- Phone access during global operating hours
- Consistent support regardless of time zone

Standard included

- 24/5 email and phone support
- Same team, same context



School Support Dashboard

Standard and Premium

- View all open and resolved requests
- Track status and resolution history
- Escalate critical issues directly

Standard included

- Full visibility across your school's support activity
- 24-hour escalation path for critical issues outside business hours



Premium - Priority Routing, Faster Response and Hands-on Support

- Requests routed directly to senior specialists
- Guided assistance for data corrections and complex configuration tasks
- Faster response handling with same-day target for urgent issues
- Hands-on support actioned directly by the team on your behalf