



SUPPORT DOCUMENTATION

Saketa Employee Directory Pro

Support Document

How to reach product support, what is covered, how quickly requests are answered, and how the product is maintained.

Document	Support Document
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Document Information

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Product	Saketa Employee Directory Pro
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Related documents	Product Guide, Installation and Configuration Guide, Microsoft Graph API Permissions

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1. How to contact support

Channel	Address	Use it for
Email	support@saketa.com	All product, installation and licensing issues. This is the main channel and the one to use for anything urgent.
Contact form	https://saketa.com/contact-us/	Raising a request through the website, including pre-sales questions.
Knowledge base	https://helpdesk.saketa.com/	Self-service answers to common configuration and behaviour questions.

The **Help & Support** button in the app's welcome banner opens the product documentation. Deployment steps and a troubleshooting table are in the *Installation and Configuration Guide*.

2. Availability

Requests accepted	24 hours a day, seven days a week
Requests worked	Business hours, Monday to Friday, excluding public holidays
Support language	English
Cost	Included with an active licence, at no additional charge

3. What support covers

Included

- Installing, upgrading and removing the app.
- Licence activation, including trial-to-full conversion.
- Configuring filters, themes, profile fields, export access and layout.
- Diagnosing product defects and supplying fixes in a product update.
- Guidance on the API permissions the app requests and the approval process.

Not included

- Configuring or repairing your Microsoft 365 tenant, Active Directory or Microsoft Entra ID, profile synchronization or search service. Where a problem is local to your environment, support will identify it and hand it back to your own operations team.
- Populating or correcting employee profile data at source.
- Custom development, bespoke features and third-party integrations.

- Training beyond the supplied documentation.
- Issues caused by a modified build of the app.

If you want help with a problem in your own environment, we can arrange consulting separately, on a time-and-materials basis at our current rates.

4. Before you raise a request

These checks resolve many issues outright:

- Confirm the licence is active and has not expired.
- Confirm the API permissions are approved in **Advanced > API access**.
- Confirm profile synchronization and the search crawl have completed.
- Try a second browser, or a private window with extensions disabled.
- Check the troubleshooting table in the *Installation and Configuration Guide*.

If the issue remains, please include your organization and tenant name, the site and page URL, the app version shown on the Manage apps page, the edition and licence type, what you expected and what happened, how many users are affected, the steps to reproduce it, a screenshot, your browser and version, and the time and time zone it occurred. That is usually enough to diagnose a request without coming back to ask for more.

5. Severity levels and response targets

Each request is given a severity on receipt, based on business impact. Response time is measured from receipt to the first substantive reply from a support engineer.

Severity	Definition	First response	Resolution or workaround
1 (Critical)	The app is unusable for all users, or employee data cannot be displayed at all, with no workaround	Within 1 business day	Workaround as quickly as possible; fix prioritized into the next update
2 (High)	A major feature (search, filters, export or the detail panel) does not work and many users are affected	Within 1 business day	Workaround where available; fix scheduled into a forthcoming update
3 (Medium)	A feature behaves incorrectly for some users or in some configurations, and a workaround exists	Within 2 business days	Addressed in a routine product update

Severity	Definition	First response	Resolution or workaround
4 (Low)	Cosmetic issues, documentation corrections, configuration guidance and general questions	Within 3 business days	Addressed as part of routine maintenance

6. How a request progresses

1. The request is logged and a reference is issued by return email.
2. Severity is assigned and the reported behaviour is reproduced where possible.
3. Further information, logs or a short screen-sharing session may be requested.
4. A configuration change, workaround or product fix is provided. Product fixes are delivered in an app update.
5. The request is closed once you confirm the issue is resolved. A request with no reply for 10 business days may be closed, and can be reopened on request.

7. Escalation

If a request is not progressing, or its business impact increases, reply on the existing request quoting the reference and say that you wish to escalate and why. The support lead reviews the request, confirms the severity and sets out the plan. If it remains unresolved it goes to the product engineering team, and for Severity 1 issues to product management.

8. Updates and lifecycle

- Updates are released regularly and may include feature enhancements, compatibility fixes for the latest Microsoft 365 releases, performance improvements and bug fixes.
- During an active licence term, customers get all updates and upgrades at no extra cost.
- Updates are published as a new app package. An administrator upgrades a tenant by uploading the new package and choosing Replace, as described in the *Installation and Configuration Guide*.
- Always run the latest available version. Support is provided against the current release, so the first step in resolving a defect may be to upgrade.
- Because the app runs on SharePoint Online, changes Microsoft makes to the platform can affect behaviour. Compatibility fixes are issued as product updates.

9. Licensing and renewals

- Licence keys, quotations and invoices are handled by the licensing team. Raise these through the support email or the contact form.

- A renewal notice is sent before licence expiry, where applicable. Renewing before the expiry date prevents any interruption.
- Trial licences are activated by selecting **Is trial** before submitting the key. Trials get the same support channels.
- If a licence expires, the right to use the app ends. Reactivate by submitting a current key.

10. Security and privacy enquiries

- Privacy policy: <https://saketa.com/privacy-policy/>
- Every API permission the app requests, and the reason for it, is listed in the *Microsoft Graph API Permissions* document.
- Send security questionnaires and vulnerability reports to the support email, marking the subject line as a security enquiry, and they will be routed to the security contact.

11. Feedback and feature requests

Feature requests and product feedback are welcome through the same channels. Please include the business outcome you are trying to achieve, the number of users affected, and any workaround in use. Requests are reviewed as part of product planning.