



Altify

9.8 to 9.10 Upgrade Guide



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Introduction

This guide describes the procedure for upgrading from Altify 9.8 to Altify 9.10.

If you are running version 9.7 you should refer to the *9.7 to 9.10 Upgrade Guide*.

If you are running a version earlier than 9.7, you should first upgrade to 9.7 (using the appropriate [Upgrade Guide](#)) before upgrading to 9.10.

Upgrade the Altify Core Package

To upgrade the Altify core package to the latest version:

1. Log into Salesforce.com with your administration username and password.
2. Copy the package URL into your browser's address field.

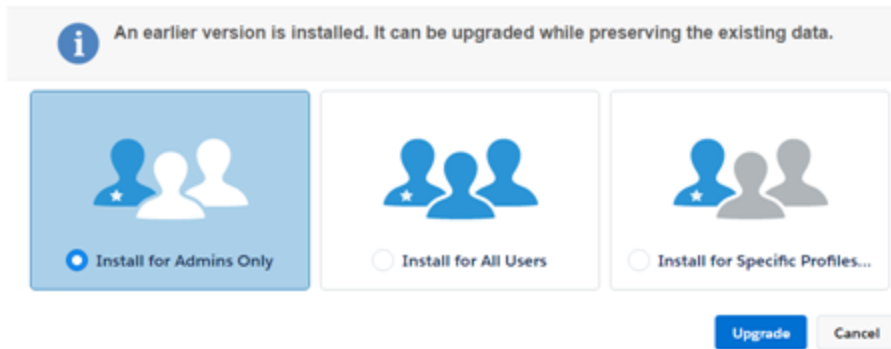
This URL is supplied by Altify.

For production Salesforce environments, the URL starts with `https://login.salesforce.com/`

For sandbox environments, the URL starts with `https://test.salesforce.com/`

3. Select **Install for Admins Only**.

Note: Do not select any other option. This could corrupt user profiles during installation.



4. Click **Upgrade**.
5. Read the confirmation message and click **Done**. (If you see a message stating that the installation is taking a long time, don't worry. This is a normal part of the process.)
6. When the Installed Packages page opens, confirm that Altify 9.10 is installed in the org.

Upgrade the Altify Output Extension App

This section only applies if you have the Altify Output Extension App installed. This app is used to export to PowerPoint files, Microsoft Word, or Quip. If you have the Altify Output Extension app installed, you must ensure you have the latest version, which is 1.35.

In Opportunity Manager and Account Manager, installing v1.35 of the **Altify Output Extension App** has the following benefits:

- It gives you the latest PowerPoint Export feature enhancements.
- It facilitates the generation of Executive Briefing documents in Microsoft Word format and Quip online document format.

If a version of the Extension App is not already installed, the full installation procedure is required, rather than the steps in this upgrade guide.

See the Altify *Installation Guide* to get details of the full procedure.

To check the number of your currently installed version, in **Setup** go to **Installed Packages** and note the version number.

If you already have v1.35, you can skip the steps described in this section.

To upgrade the Extension App:

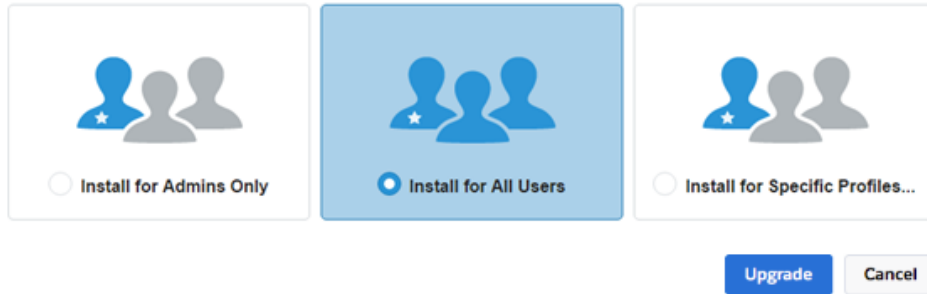
1. Ensure that **Files Connect** is enabled in your org. The extension app can't install otherwise.
To enable it, go to **Setup > Files Connect**, and then select the **Enable Files Connect** checkbox.
2. Log into Salesforce.com with your administration username and password.
3. Copy and paste the Altify Output Extension App installation URL into the browser.

This URL is supplied by Altify.

For production Salesforce environments, the URL starts with `https://login.salesforce.com/`

For sandbox environments, the URL starts with `https://test.salesforce.com/`

4. The installation page opens. Select **Install for All Users**.



5. Click **Upgrade**.

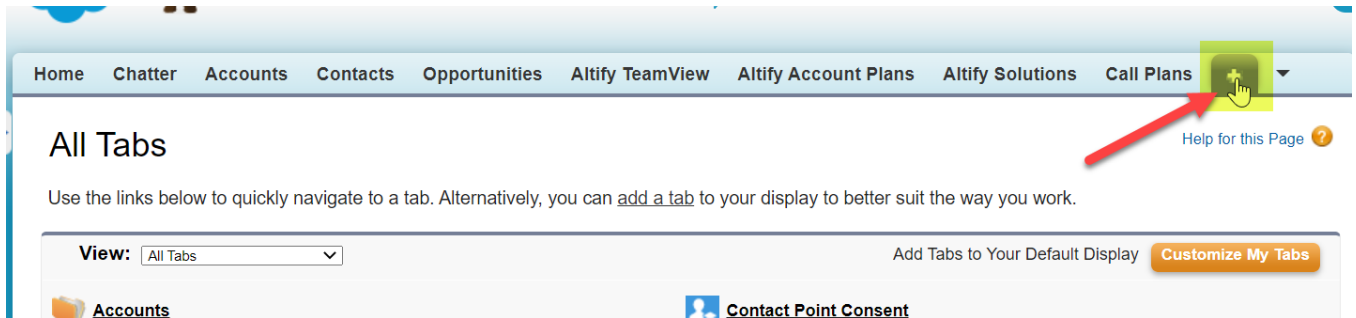
When the installation is complete, a confirmation page is displayed.

Note: You can use an EU-hosted service for PowerPoint Export, rather than the normal USA-based service. (Typically, you would do this for GDPR reasons.)

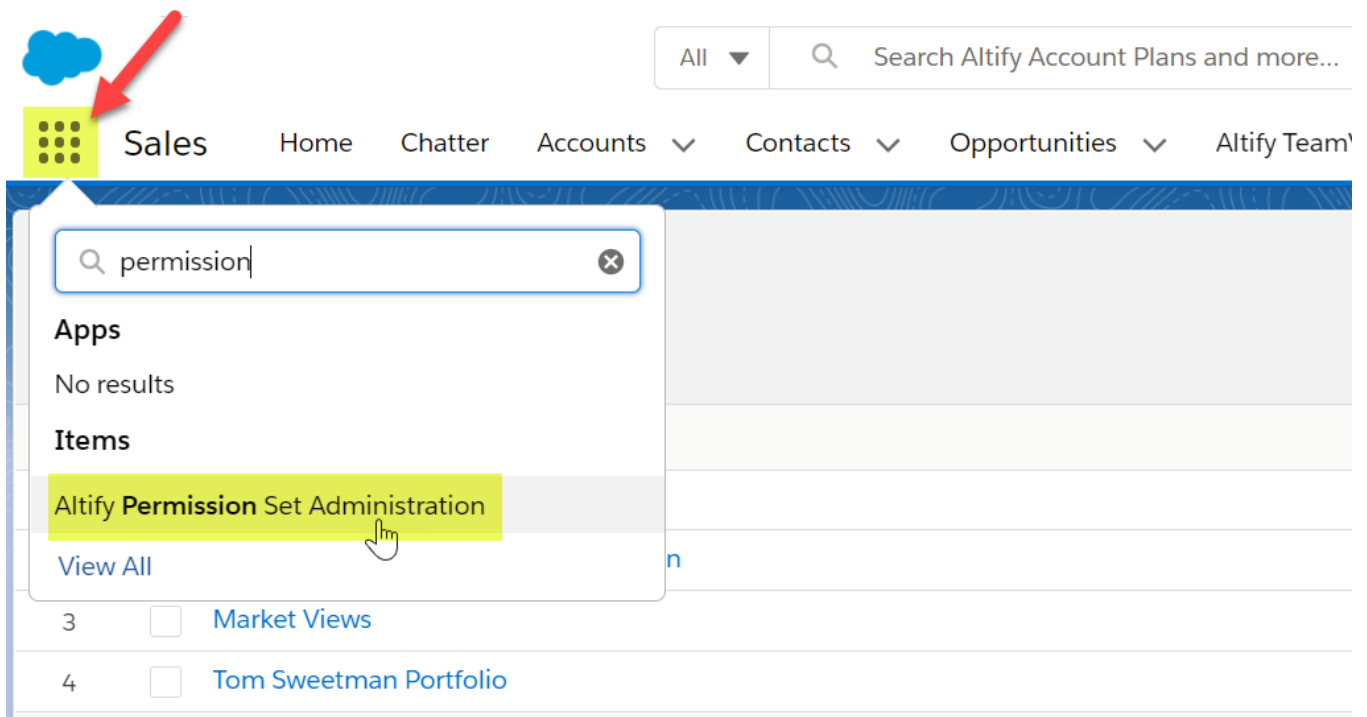
Altify Permission Set

Following the upgrade, you must refresh the Altify Permission Set.

1. Click the **All Tabs** button and select **Altify Permission Set Administration** in the displayed list.



In Lightning mode, search for and select **Altify Permission Set Administration** in the App Launcher menu.



2. Click **Create/Update**.

The create/refresh process may take several minutes. Please do not click a



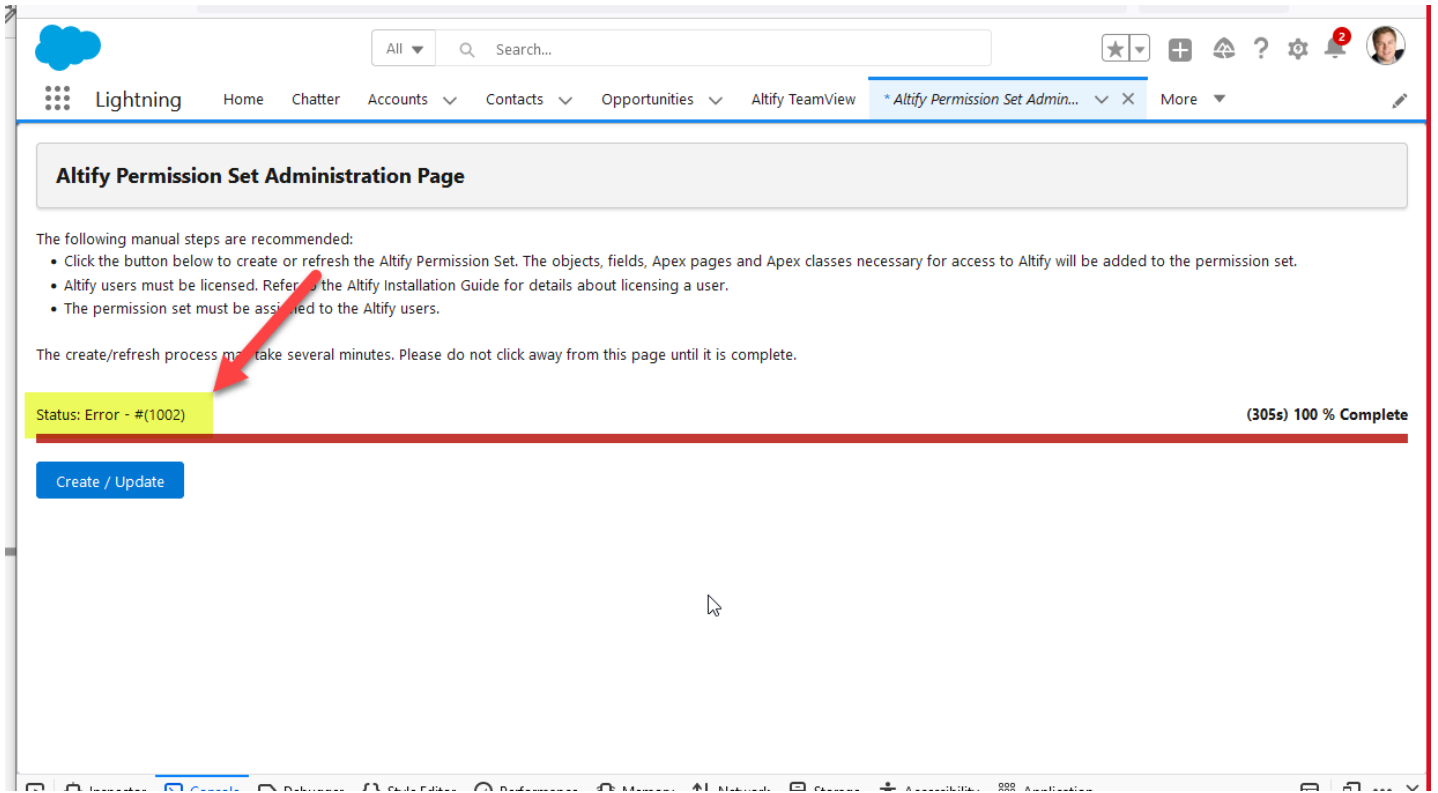
When that has completed successfully, you will see a confirmation message.

Caution: The create/update process can take a few minutes. Don't browse away from the page while the refresh is in progress.

Note: We recommend that you do not make changes to the Altify Permission Set. However, if you have made changes, these will need to be reapplied after completing the steps above (as any edits are lost when the permission set is refreshed).

Troubleshooting

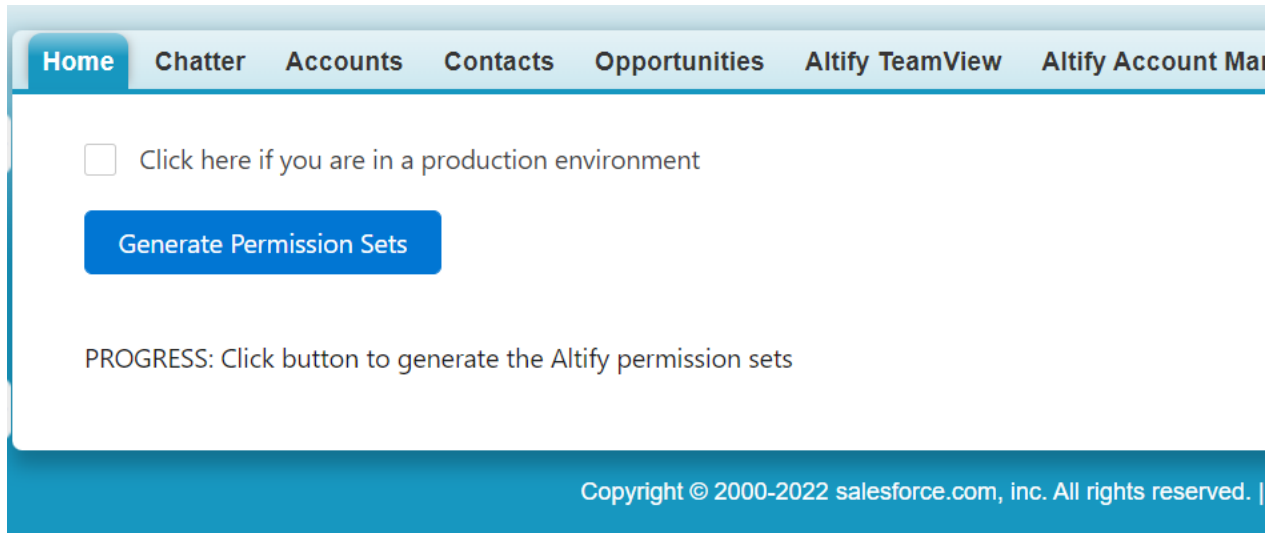
If you are working with a large org, you may encounter an error when refreshing the permission set (as highlighted in the example below).



To resolve this issue, do the following:

1. If you are in Lightning mode, go to Classic mode (and return to the *Altify Permission Set Administration Page*).
2. Update the URL by changing the page to 'PermissionSetAdmin' (as shown in the example below, where the page is highlighted).
 - <https://uplandaltify--altf.visualforce.com/apex/PermissionSetGenerator?sfdc.tabName=01r8c000002IqUY>
 - <https://uplandaltify--altf.visualforce.com/apex/PermissionSetAdmin>

You should see the following page:



3. Click **Generate Permission Sets**.

The following message is displayed when the job is successfully completed: *PROGRESS: Permission Set Generation Succeeded*.

Changes to Altify Terminology

Altify 9.9 included an important change in terminology that is applied in the product and in the online help:

- What was previously known as an account plan is now an Altify Account Manager Plan.
- From 9.9, an Altify Account Plan is a plan that is applied at the level of a single account – see [Altify online help](#) for more information.

In line with this change, and the fact that account planning can now be applied at the level of a single account, the names of a number of objects and settings are updated in Altify.

For example, objects are renamed as follows:

- *Altify Account Plan Type* is now *Altify AM Plan Type*
- *Altify Account Plan Question* is now *Altify AM Plan Question*
- *Altify Account Question* is now *Altify AM Account Question*
- *Altify Account Plan Type Question* is now *Altify AM Plan Type Question*
- *Altify Account Plan Question Quicklink* is now *Altify AM Plan Quicklink*

In custom settings, examples of renamed settings are listed below:

- *Account Plan Public Read Only* is now *Account Manager Plan Public Read Only*
- *Use Solution Family* is now *Use Solution Family on Opportunity Map*

New Permanent Settings

A number of 'temporary' custom settings you may have been using in your previous version are replaced with 'permanent' custom settings when you install the upgrade package.

During the upgrade process, Altify automatically moves any values you had in the temporary settings to the new permanent settings (clearing the temporary settings in the process).

When upgrading from 9.8 to 9.10, the following temporary setting values are moved.

Altify Account Manager Settings

- TempStr1 is now *Completeness - Revenue Objective Types*
- TempStr2 is now *Completeness - Business Dev Objtve Types*
- TempStr3 is now *Completeness - Relationship Objtve Types*
- Temp1 is now *Hide Legacy Divisions*

Altify Core Settings

- TempStr2 is now *Skip Triggers for non-core users*
- TempStr3 is now *Contact Title Field* (now under Altify Relationship Settings)
- Temp3 is now *Enable Action Spinner* (now under Altify Opportunity Manager Settings)
- Temp4 is now *Disable Sales Process Overview* (now under Altify Sales Process Settings)
- Temp5 is now *Disable Print Buttons* (now under Altify Relationship Settings)
- Temp6 is now *Disable Import Contact Opp Search* (now under Altify Relationship Settings)
- Temp7 is now *Enable CRUD Advanced Search*

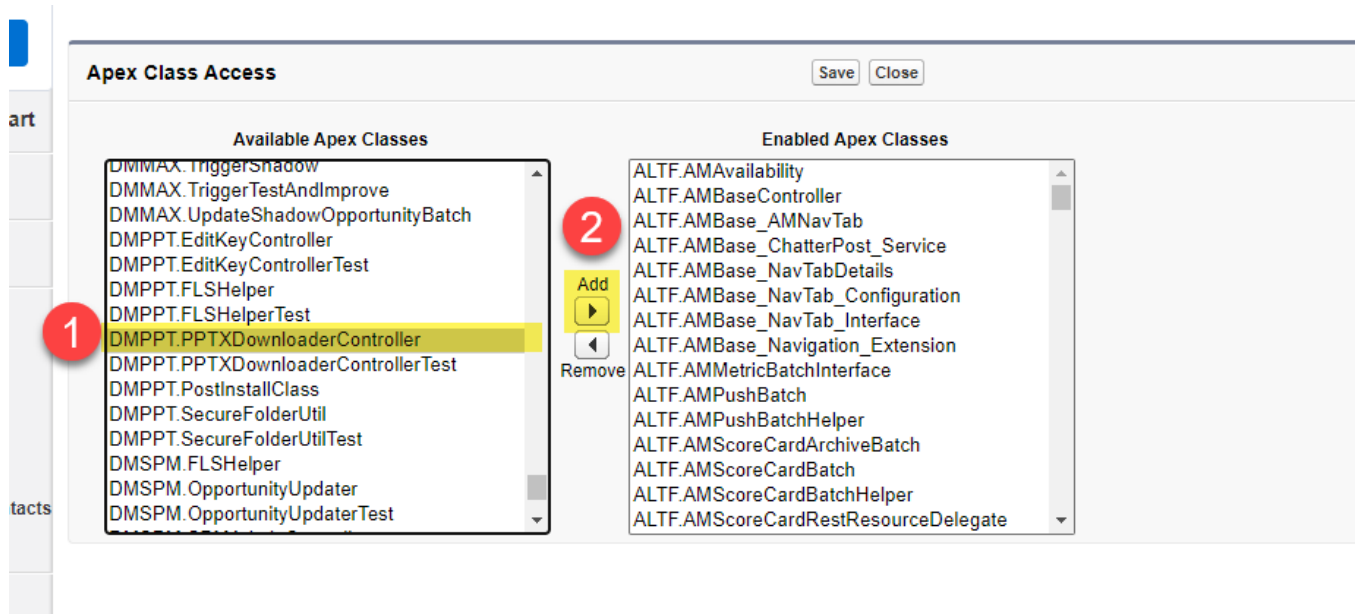
Enabling PowerPoint Export

If your org is licensed for the 'Altify Output Extension', you need to enable Altify to export to PowerPoint.

Note: The following may already be configured correctly in your org.

To configure the necessary permission, do the following:

1. In **Setup**, go to **Permission Sets**.
2. Click **Altify Permission Set**.
3. Click **Apex Class Access** in the Apps section.
4. Click the **Edit** button in the Apex Class Access section.
5. Find and select **DMPPT.PPTXDownloaderController** in Available Apex Classes (1) and click **Add** (2) to move it to Enabled Apex Classes.



6. Click **Save**.

Update Page Layouts

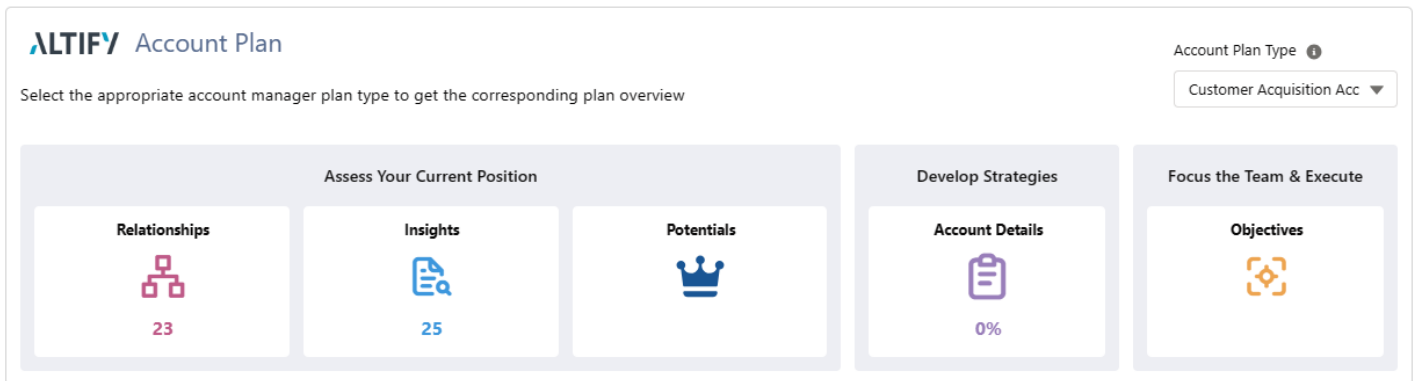
The page layouts of the following objects require updating after you upgrade.

To access page layouts of an object, do the following:

1. Go to **Setup**.
2. Go to **Objects (Object Manager in Lightning mode)**.
3. Click on the relevant object.
4. Scroll down to the Page Layouts section and click **Edit** next to the relevant layout. (In Lightning, click **Page Layouts** in the sidebar and then select the relevant layout on the subsequent screen).

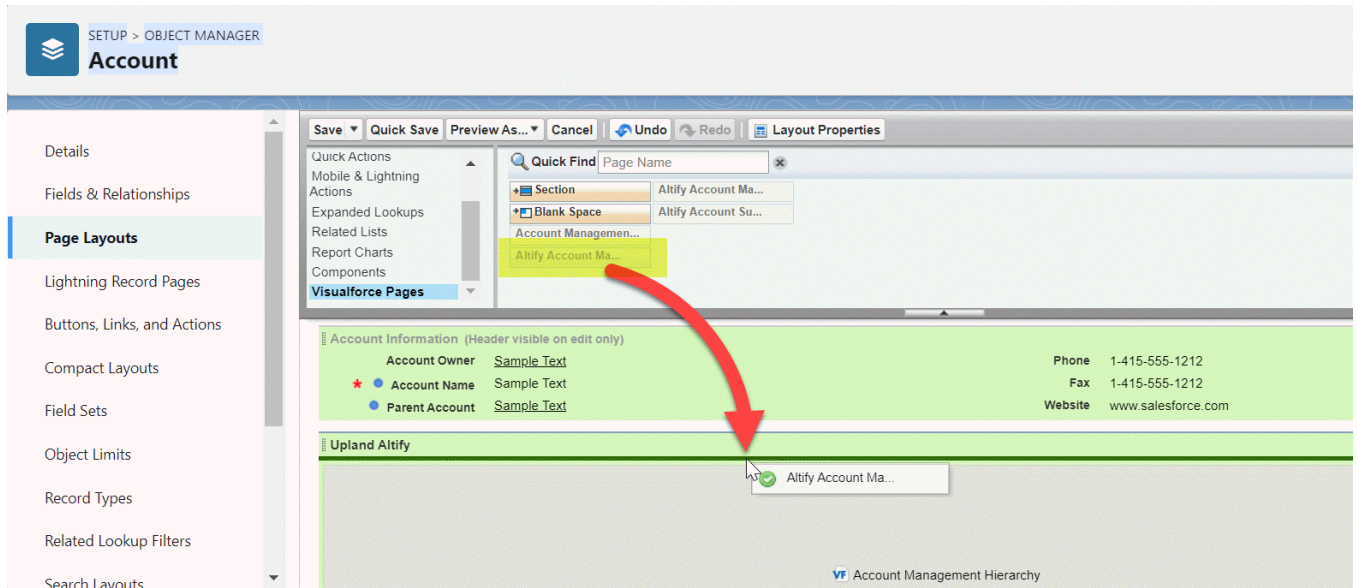
Salesforce Account Object

Altify 9.9 introduced complete account planning at the account level. For more information, see [Altify Account Planning](#) in the online help. To provide users with access to this functionality, a new launchpad (shown below) needs to be added to the relevant page layout of the Account object.

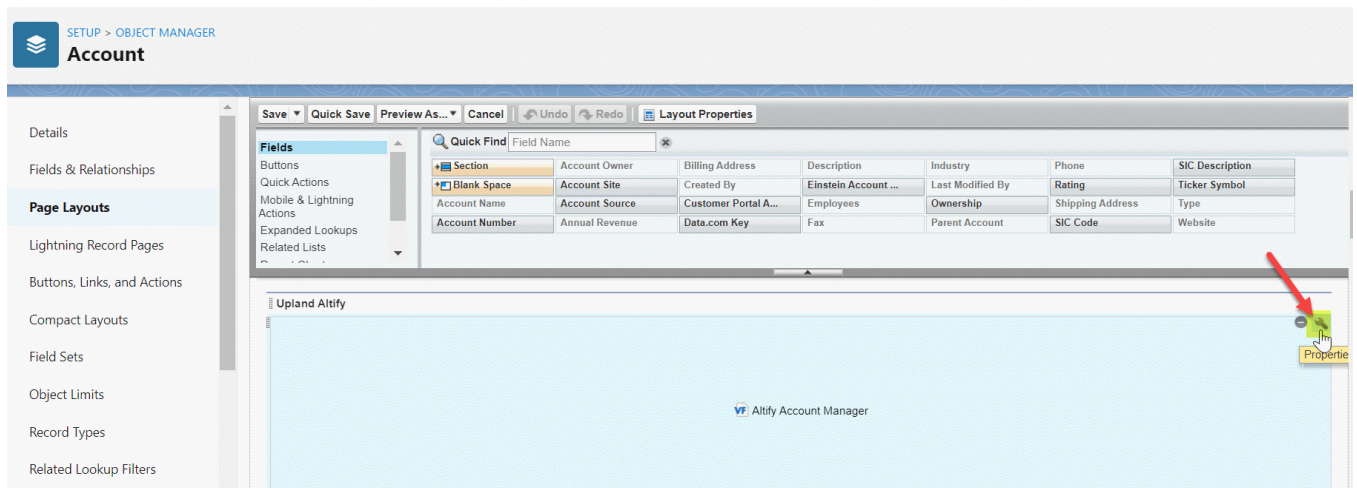


Adding the Account Plan launchpad

1. In **Setup**, do the following:
 - In Classic mode, go to **Page Layouts** in **Accounts**.
 - In Lightning mode, go to **Account** in **Object Manager** and select **Page Layouts** in the sidebar.
2. To check which user profiles use which page layouts, click the **Page Layout Assignment** button. This tells you which page layout(s) need the Account Plan launchpad.
3. On the Page Layouts screen, select **Edit** for the relevant layout.
4. Under **Visualforce Pages**, select the **Altify Account Manager** launchpad, and drag it to a suitable location in the layout (the *Altify Installation Guide* recommended that you create an 'Altify' section for Altify launchpads).

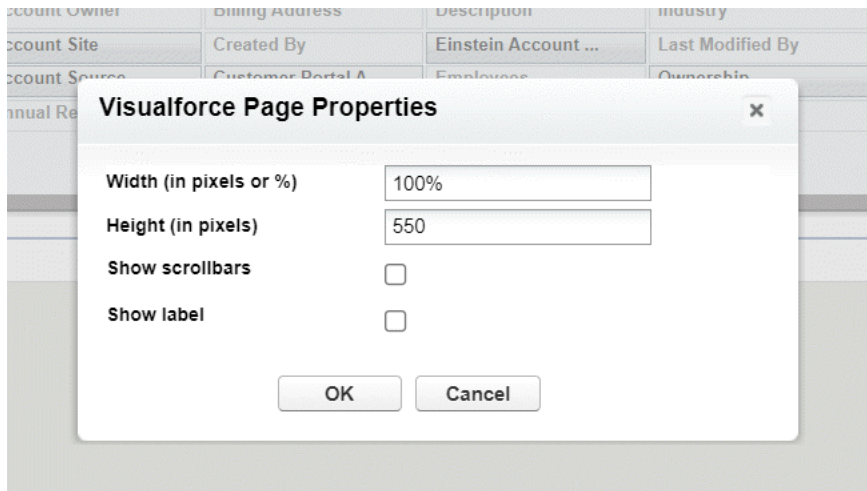


5. Click the **Properties** (spanner) icon on the top right of the Altify Account Manager launchpad to specify suitable panel settings.



6. Set the Visualforce Page Properties as follows:
- **Width (in pixels or %):** '100%'
 - **Height (in pixels):** '550'
 - **Show scrollbars** checkbox is deselected.

- **Show label** checkbox is deselected.



7. Click **OK**.
8. Click **Save**.

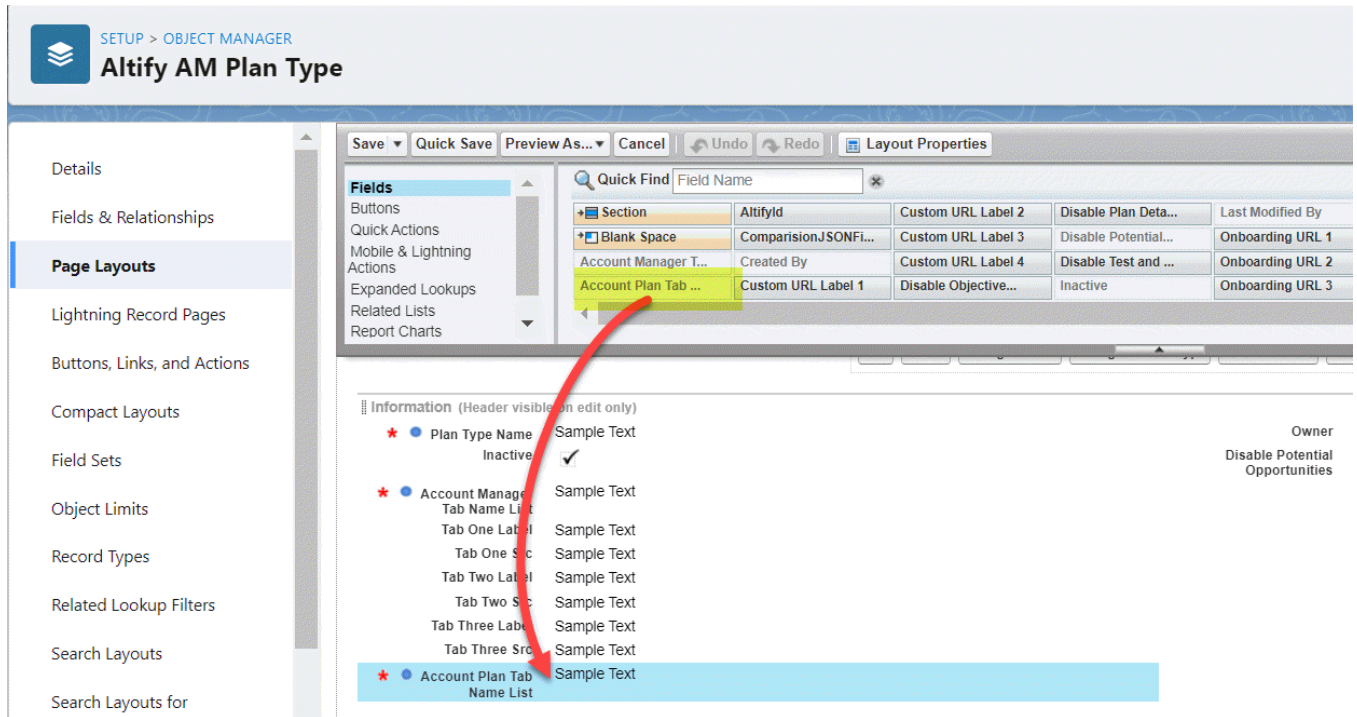
Altify AM Plan Type

Adding new fields

To organize the configured tabs that are displayed for account plans, you need to add a new field to the Altify AM Plan Type page layout.

Note: This action is only required if your org is using the new account plan functionality.

1. In **Setup**, do the following:
 - In Classic mode, go to **Page Layouts** in **Altify AM Plan Types**.
 - In Lightning mode, go to **Altify AM Plan Type** in **Object Manager** and select **Page Layouts** in the sidebar.
2. To check which user profiles use which page layouts, click the **Page Layout Assignment** button. This tells you which page layout(s) need the Account Plan launchpad.
3. On the Page Layouts screen, select **Edit** for the relevant layout.
4. Under **Fields**, select the field **Account Plan Tab Name List** and drag it to the Information section.



Note: The field that configures the tabs that are displayed for Account Manager plans is renamed from *Account Plan Tab Name List* to *Account Manager Tab Name List*.

- Do the same for the field **Disable Potential Opportunities** if your organization does not want to display Potential Opportunities in one or more Altify AM Plan Types. For more information, see [Disabling Potential Opportunities](#) in the online help.
- Click **Save**.

Altify Account Opportunity

Adding a field

The following field should be added to the relevant page layout of the Altify Account Opportunity: *Currency*.

Note: This action is only required if your org is using the new account plan functionality AND your org is a multicurrency org.

Altify Account Opportunity Layout Custom Console Components Mini Page Layout Mini Console View | Video Tutorial Help for this Page ?

Save Quick Save Preview As... Cancel Undo Redo Layout Properties

Fields

Quick Find: Field Name

Section	Account Opportun...	Created By	Last Modified By	Qualified Flag
Blank Space	Altifyid	Currency	Opportunity	Reporting Amount
Account	Amount	Description	Opportunity Type	Was Qualified
Account Division	AM Solution	Is Potential	Owner	

Altify Account Opportunity Sample

Highlights Panel
Customize the highlights panel for this page layout.

Quick Actions in the Salesforce Classic Publisher
Actions in this section are currently inherited from the global publisher layout. You can [override the global publisher layout](#) to set a customized list of actions for the publisher on pages that use this layout.

Salesforce Mobile and Lightning Experience Actions
Actions in this section are predefined by Salesforce. You can [override the predefined actions](#) to set a customized list of actions on Lightning Experience and mobile app pages that use this layout. If you customize the actions in the Quick Actions in the Salesforce Classic Publisher section and have saved the layout, then this section inherits that set of actions by default when you click to override.

Altify Account Opportunity Detail

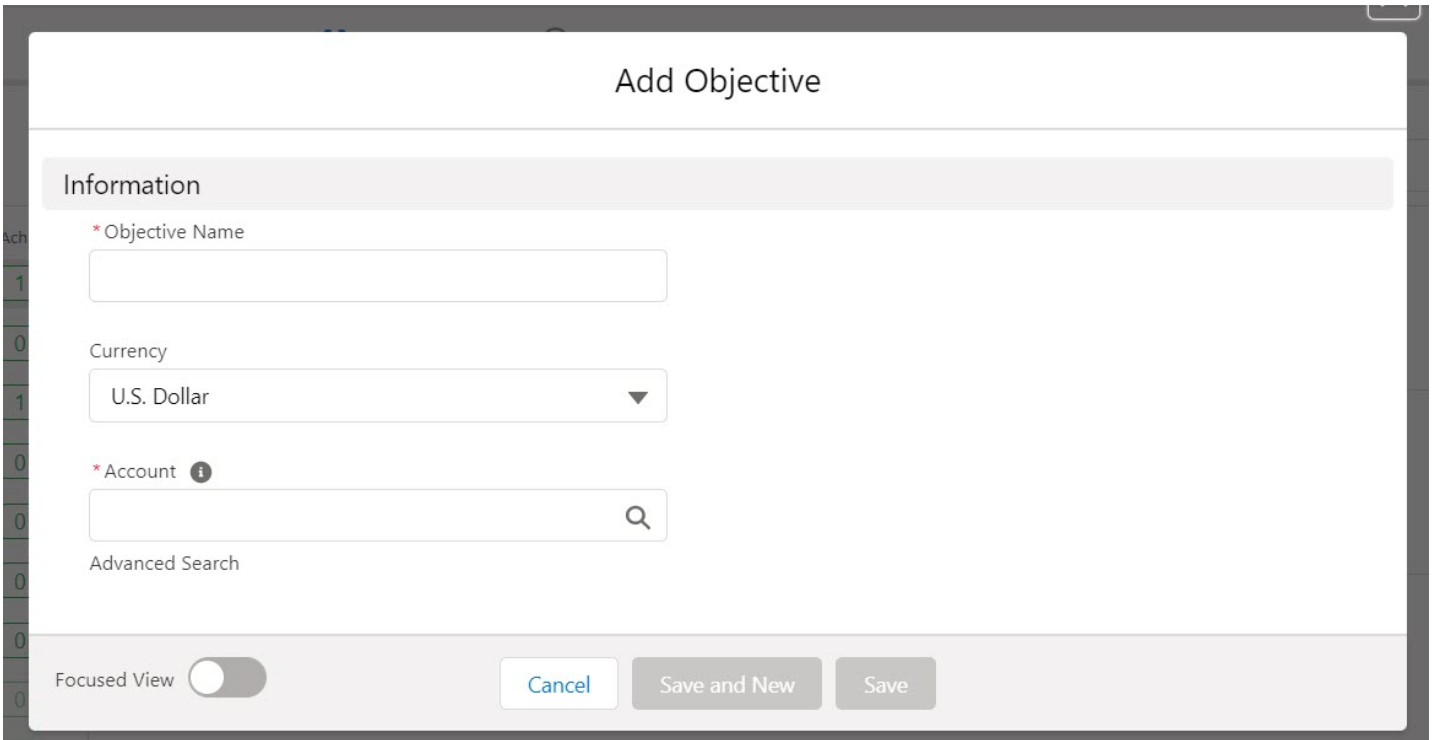
Standard Buttons: Edit Delete Clone Change Owner Change Record Type Printable View Custom Buttons

Information (Header visible on edit only)

- Account Opportunity Name: Sample Text
- Account Amount: USD 123.45
- AM Solution: Sample Text
- Account Division: Sample Text
- Description: Sample Text
- Owner: Sample Text
- Opportunity Type: Sample Text
- Opportunity: Sample Text
- Was Qualified:
- Qualified Flag:
- Is Potential: 30.029
- Currency: Sample Text

Altify Account Objective

After upgrading the Add Objective dialog will appear as follows.



Altify recommends the following changes:

Adding fields

Add the following fields to the page layout:

- *Type**
- *Account Division*
- *Metric*
- *Relevance to Customer*
- *Strategy*
- *Status**
- *Owner**
- *Priority**
- *Due Date**


Fields with an asterisk should be marked as required (*Objective Name* and *Account* should already be set to required).

To mark a field as required, hover your cursor over the relevant field and click on the **Properties** button that is displayed (as shown in the example below).

Altify Account Objective

- Fields
- Buttons
- Quick Actions
- Mobile & Lightning Actions
- Expanded Lookups
- Related Lists
- Report Charts

Save Quick Save Preview As... Cancel Undo Redo Layout Properties



Quick Find

✕


+ Section	AltifyId	IsCompleted	Metric
+ Blank Space	Created By	Is Default Objective	Objective Descrip...
Account	Currency	IsOverdue	Objective Name
Account Division	Due Date	Last Modified By	Order


Altify Account Objective Detail

Standard Buttons
Edit Delete Clone Change Owner Change Record Type


Information (Header visible on edit only)

*	●	Objective Name	Sample Text
●		Type	Sample Text
		Currency	Sample Text
*	●	Account	Sample Text





Properties

Removing a field

The *Currency* field is added by default to the page layout if your Salesforce org is a multicurrency org. Altify recommends that this field is removed (as shown in the example below).

Altify Account Objective

The screenshot shows the Altify Account Objective layout editor. On the left is a sidebar with categories: Fields, Buttons, Quick Actions, Mobile & Lightning Actions, Expanded Lookups, Related Lists, Report Charts, Page Layouts, Lightning Record Pages, Buttons, Links, and Actions, Compact Layouts, Field Sets, Object Limits, Record Types, and Related Lookup Filters. The main area has a top toolbar with 'Save', 'Quick Save', 'Preview As...', 'Cancel', 'Undo', 'Redo', and 'Layout Properties'. Below is a 'Quick Find' search bar for 'Field Name' and a table of fields:

Section	AltifyId	IsCompleted	Metric
Blank Space	Created By	Is Default Objective	Objective Desc
Account	Currency	IsOverdue	Objective Nam
Account Division	Due Date	Last Modified By	Order

Below the table is the 'Altify Account Objective Detail' section. It includes a 'Standard Buttons' bar with 'Edit', 'Delete', 'Clone', 'Change Owner', and 'Change Rec' buttons. Under the 'Information' header, the following fields are listed:

- Objective Name: Sample Text
- Type: Sample Text
- Currency: Sample Text
- Account: Sample Text

A red arrow points to a 'Remove' button next to the 'Currency' field.

Organizing the layout

The following is how Altify recommends that you organize the fields on the Altify Account Objective page layout:

Objective Name	Status
Type	Owner
Account	Priority
Account Division	Due Date
Metric	
Relevance to Customer	
Strategy	

Altify Account Objective

Save Quick Save Preview As... Cancel Undo Redo Layout Properties

Fields

- Buttons
- Quick Actions
- Mobile & Lightning Actions
- Expanded Lookups
- Related Lists
- Report Charts

Quick Find

Section	AltifyId	IsCompleted	Metric	Overdue Status	Strategy
Blank Space	Created By	Is Default Objective	Objective Descrip...	Owner	Subject
Account	Currency	IsOverdue	Objective Name	Priority	Type
Account Division	Due Date	Last Modified By	Order	Status	

Altify Account Objective Detail

Standard Buttons

Custom Buttons

Edit Delete Clone Change Owner Change Record Type Printable View

Information (Header visible on edit only)

* ● Objective Name	Sample Text	* Status	Sample Text
* Type	Sample Text	* Owner	<u>Sample Text</u>
* ● Account	<u>Sample Text</u>	* Priority	Sample Text
Account Division	<u>Sample Text</u>	* Due Date	6/9/2022
Metric	Sample Text		
Objective Description	Sample Text		
Strategy	Sample Text		

This layout appears as follows to your users:

Add Objective

Information

<p>* Objective Name i</p> <input style="width: 95%;" type="text"/>	<p>* Status i</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Not Started ▼ </div>
<p>* Type i</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Research ▼ </div>	<p>* Owner</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Donal Kavanagh × </div> <p style="font-size: 0.8em; margin-top: 2px;">Advanced Search</p>
<p>* Account i</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <input style="width: 90%;" type="text"/> 🔍 </div> <p style="font-size: 0.8em; margin-top: 2px;">Advanced Search</p>	<p>* Priority i</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> Medium ▼ </div>
<p>Account Division</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center; background-color: #f0f0f0;"> <input style="width: 90%;" type="text"/> 🔍 </div>	<p>* Due Date i</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <input style="width: 90%;" type="text"/> 📅 </div>
<p>Metric i</p> <div style="border: 1px solid #ccc; padding: 2px; min-height: 30px;"> <input style="width: 95%;" type="text"/> </div>	
<p>Objective Description i</p> <div style="border: 1px solid #ccc; padding: 2px; min-height: 30px;"> <input style="width: 95%;" type="text"/> </div>	
<p>Strategy i</p> <div style="border: 1px solid #ccc; padding: 2px; min-height: 30px;"> <input style="width: 95%;" type="text"/> </div>	

Focused View

Cancel

Save and New

Save

Activating the **Focused View** toggle hides the fields that are not required.

Altify Opportunity

Adding a new field

The **Amount** field needs to be added to the layout of the Altify Opportunity object (if it's not already present).

productive Salesforce.

[Get Started](#)

Salesforce Mobile Quick Start

Home

System Overview

Personal Setup

- My Personal Information
- Email
- Import
- Desktop Integration
- My Chatter Settings
- My Social Accounts and Contacts
- My Connected Data

App Setup

- Customize
- Create**
 - Apps
 - Custom Labels
 - Interaction Log Layouts
- Objects
- Big Objects

Save Quick Save Preview As... Cancel Undo Redo Layout Properties

Quick Find:

Section	Altify Insight Tags	Assessment Last C...	Currency	Insights Last Cha...	Last Modified By	Mgmt Attn L
Blank Space	Altify Insight Ta...	Assessment Status	Decision Criteria...	Insights Status	Max Due Date All ...	Mgmt Attn L
Active Test And L...	Altify Opportunit...	Completeness Calc...	Insight Published	Is Actions Ever P...	Mgmt Attn	Mgmt KeyDe
AltifyId	Amount	Created By	Insights Last Cha...	Is Altify Opp	Mgmt Attn Comment	Mgmt KeyDe

QUICK ACTIONS IN THE SALESFORCE CLASSIC PUBLISHER

Actions in this section are currently inherited from the global publisher layout. You can override the global publisher layout to set a customized list of actions for the publisher on pages th

Salesforce Mobile and Lightning Experience Actions

Actions in this section are predefined by Salesforce. You can override the predefined actions to set a customized list of actions on Lightning Experience and mobile app pages that use th saved the layout, then this section inherits that set of actions by default when you click to override.

Altify Opportunity Detail

Standard Buttons: [Edit](#) [Delete](#) [Clone](#) [Change Owner](#) [Change Record Type](#) [Printable View](#) [Receive Al](#)

Information (header visible on edit only)

- Altify Opportunity Name: Sample Text
- Currency: Sample Text
- Opportunity: Sample Text

System Information (header visible on edit only)

- Created By: Sample Text
- Last Modified By: Sam

Translating New and Updated Labels

Note: This topic applies only to customers who have translated Altify custom labels.

The Altify upgrade introduces a number of new custom labels, and updates the default English text of some others.

If you have previously translated Altify's custom labels into other languages, following the upgrade you'll need to translate the new labels and re-translate the updated ones.

The new labels include:

- Labels for new features.
- Labels that replace 'temp' labels added in software patches.

Accompanying this release is a file that contains the new labels that have been added in this release (compared to the previous release).

Using the file, you can translate and import the new labels.

Please refer to the *Altify Localization Guide* for complete details about how to translate and import labels into your org.

Post Upgrade Checklist

Following your upgrade of Altify, you can do the following to perform a quick sanity check of the product:

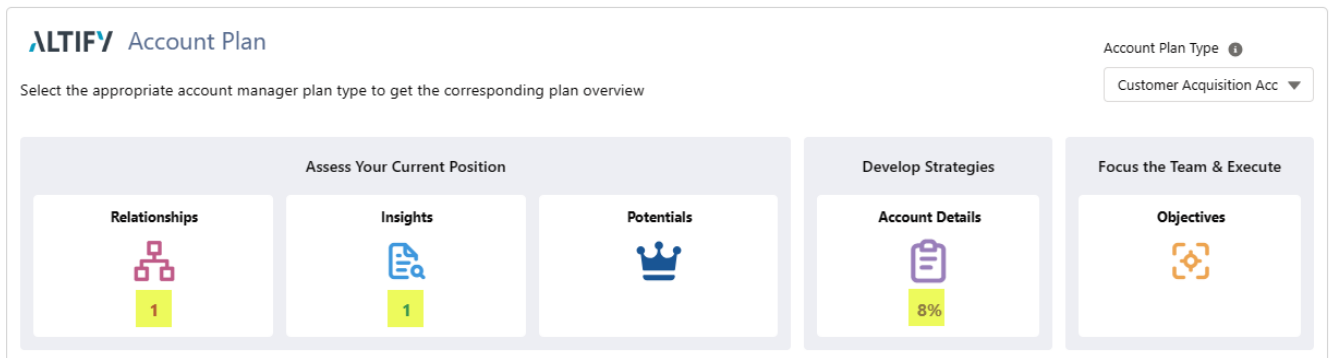
Updated fields on page layouts

Revisit the section "[Update Page Layouts](#)" on page 12 and confirm that all relevant fields (you can ignore launchpads for the moment) are added or removed from page layouts as directed.

Account Manager launchpads and functions

1. Create a test account record and ensure the Altify launchpads are displaying correctly:
 - *Altify Account Manager* (if you are employing account plans in your org)
 - *Altify Account Summary Launchpad*
 - *Altify Account Manager Plans* (if you are employing Account Manager plans in your org)
2. Click each tile, button and link on the launchpads to ensure the pages load successfully.
3. Using your test account, create some simple test data for the account plan via the *Altify Account Manager* launchpad: [relationships](#), [insights](#), [account details](#) and [objectives](#).
4. [Run the account completeness batch job](#) and check to see that your test data is displayed on the *Altify Account Manager* launchpad (as highlighted in the example below).

Altify Account Manager



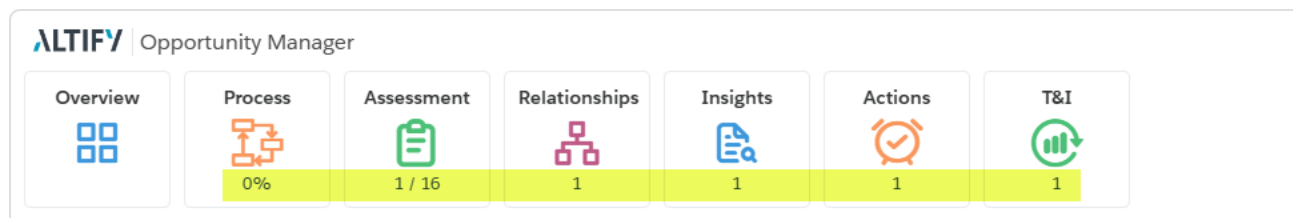
5. Create a simple Account Manager plan, using your test account, via the *Altify Account Manager Plans* launchpad. Follow the [setup wizard](#) and enter data as desired. It's best if you have a test [Altify Solution set up](#) prior to commencing this step.
6. Check to see that the account details you entered for the account plan are displayed on the Plan Details tab (under [Row Details](#)).
7. Add further test data ([Plan Details](#) and [Objectives](#)) to your Account Manager plan.

8. Create a current opportunity for your test account and [import it on the opportunity map](#) of the Account Manager plan.
9. [Schedule a test T&I](#) for the Account Manager plan, inviting at least two participants and checking to see that their emailed invitations were received.
10. If you have installed our Altify Output Extension app, test the output by [exporting the Account Manager Plan](#).

Opportunity Manager launchpads and functions

1. Create a test opportunity record and ensure the Altify launchpads are displaying correctly:
 - *Altify Opportunity Plan Launchpad*
 - *Altify Opportunity Relationships & Insight Map Launchpad*
 - *Altify Sales Process Launchpad*
 - *Altify Max Insight Panel*
2. Click each tile, button and link on the launchpads to ensure the pages load successfully.
3. Create some simple test data for [actions](#), [insight map](#) and [relationship map](#) for the opportunity.
4. Create some simple test data for [assessment](#) (including [decision criteria](#) on specific assessment questions).
5. [Schedule a test T&I](#) for the opportunity, inviting at least two participants and checking to see that their emailed invitations were received.
6. Check to see that the test data you have entered is reflected on the *Altify Opportunity Plan Launchpad* - as shown in the example below:

Altify Opportunity Launchpad



7. If you have installed our Altify Output Extension app, test the output by [exporting the opportunity](#).

Support

Need Assistance?

Upland Altify is here to help! We have a variety of online resources to help you find the information you need and a dedicated Technical Support team to help you resolve any issues or questions that are impeding your use of .

Upland Altify Community

The Upland Altify Community offers multiple resources to help you find the information you need, including:

- **Support ticket activity:** Submit and manage your support tickets.
- **Knowledge Base:** Read Articles on how to solve common problems, from configuration to troubleshooting issues
- **Release Information:** Get product release notes and release timelines.
- **Forums:** Start and reply to discussions with other users and customers.

Visit the [Upland Altify Community](#).

Training

For training enquiries, please see [Upland.com](#).

Technical support

The Technical Support team is dedicated to helping our customers succeed with their use of our products by providing timely resolutions to customer issues and questions that are impeding their use of products.

Contact Technical Support

When contacting Technical Support, you will need to provide your name, contact information, company account name, and as much technical detail that you can provide to clearly describe your question or issue. Attachments can be included when using the Community or email to request assistance.

- **Web:** Manage cases and open new cases by clicking the **Contact Support** button in the Community.
- **Email:** Send any support requests to altify-support@uplandsoftware.com.

Support hours

Standard support hours are 4:00 AM to 7:00 PM (U.S. Eastern Time), Monday-Friday. Support issues submitted after these hours will be addressed on the next business day.

After contacting Technical Support, what should I expect?

You will receive an email confirming your case has been created, along with the case number. Please use that case number when corresponding with Technical Support on any follow-up communications.

Response times

The following are our response times for each level of issue:

Priority Level	Definitions	Response Time	Commitments
Urgent (Outage)	Upland cloud service is unavailable.	1 hour (24 hours a day, 365 days a year)	<ul style="list-style-type: none"> Immediate and continuous. Hourly status updates.
Urgent (Business Critical)	<ul style="list-style-type: none"> Production system defect that prevents business critical work from being done and no workaround exists. Defect causes a material loss of data in the production system. Security-related defect. 	1 business hour	<ul style="list-style-type: none"> Immediate and continuous effort to resolve the defect or provide a workaround. Daily status updates until the defect is resolved or a workaround is provided.
High	<ul style="list-style-type: none"> Production system defect that prevents business critical work from being done and a workaround does exist. Defect violates the material specifications in the documentation and impacts your organization's production system. 	4 business hours	Upland will use reasonable efforts to resolve the defect as rapidly as practical, but no later than the next update after reproduction of the defect.
Normal	All other defects	1 business day	Defects will be addressed in Upland's normal update.