NESS Behavior Consulting's
TECHNICAL SUPPORT POLICIES & PROCEDURES

NESS Behavior Consulting's primary approach is to support our customers and staff through our site's "Submit a Ticket" function. We have implemented 24-hour or fewer response times to ensure we consistently achieve quality support. Our support team's average time to the first response time is about two hours to acknowledge the issue.

Our hours of operation:

- Standard Support Hours:
  - Mon. - Fri. 11am to 7pm EST
  - Acknowledgment response within 8 hours from the time of receipt

TECHNICAL SUPPORT
https://www.nessbehaviorconsulting.com/submit-a-ticket

Suppose you are experiencing issues on RethinkBH, Gmail, Bambee, or any other application utilized by NESS to conduct your job duties. You should "submit a ticket " on our website under the Staff tab. Uploading a screenshot is needed to identify the issue better.