Classic Support

Simple, reliable, & free technical support and guidance

Customers with an active subscription of Zoho Projects can avail
our classic support services without any extra charge.

Classic onboarding sessions

Engage with our customer success team through a remote one-on-one sessions
to get started with Zoho Projects.

- Discuss your business requirements and existing pain points.
- Get contextual product UI walkthroughs from experts.
- Get live demo and learn how to set up the features you need with ease.

Technical support

Our dedicated support team is available eight hours per day, five days per week.
We provide ticket acknowledgement and initial response within 8 hours of raising
a support request.

Multichannel availability

Reach our support team via email, chat, toll-free calls, or through our self-service portal.

Remote assistance

Share your device screen with our customer support representatives for a secure and
effortless remote troubleshooting experience.

Help resources

Access our entire online repository of help documentation, including articles, ebooks,
videos, tutorials, and webinars.

What it does not include

- Migration of your data into Zoho—we offer data migration as a separate service.
  To utilize this service, please contact your account manager or drop an inquiry
  at **support@zohoprojects.com.**
- Product customization or implementation.
- Support for third-party applications or integrations that are beyond Zoho's scope.

Classic vs. Premium services

Classic Support includes our default support services. For businesses that require a highly-personalized, guided onboarding service with 24-hour, best-in-class technical support, we offer **Premium Support** as a paid add-on. Here are the key differences:

	Classic Support	Premium Support
Eligibility criteria	Available by default when you subscribe to Zoho Projects	Available as an add-on when subscribing to Zoho Projects (25 licenses or more)
Cost	Free	20% of your subscription fee
Technical support		
Availability	8 hours/day, 5 days/week	24 hours/day, 5 days/week
Acknowledgement & initial response time	8 hours	3 hours (Priority Support)
One-on-one onboarding sessions		
Discussion of requirements, processes, & pain points to identify your goals with the product	✅	✅
Contextual remote walkthrough of the product UI and features	✅	✅
Step-by-step personalized guidance for setup and configuration		✅
Dedicated onboarding specialist		✅
Number of sessions (max.)	2	2 per week
Session length	60 minutes	60 minutes