**General Partner Support Overview for WWRM**

As part of the partner/reseller agreement with WorkWave, a partner is required to provide Tier 1/Level 1 support of WorkWave Route Manager. All support tickets that are generated by your customers will be sent directly to you. You will be responsible for solving all Tier 1 support questions.

**Tier 1 Support** is defined as any question that can be answered by our Support Center. You can find our Support Center here: <https://workwave.force.com/routemanager/s/>

While it would be likely that you would like to provide higher support levels, you may need to contact our teams to help you answer **Tier 2 Support or higher questions**. If this is the case, please email your Account Manager and the WorkWave Route Manager support team at support.wwrm@workwave.com. Our team will then provide you with an answer as soon as possible so that you can reach out to your customer for direct support.

If you find a **Bug or Defect**, please use the Engineering Bug & Defect Template found in the Services section of the WorkWave Partner Portal.