Support

E-mail

To test the e-mail support response times, a proper message detailing an experiment had been sent at a random time of a random day. It clearly stated that the support team should reply with literally anything in 24 hours to be noted here - if more time passed, support would be counted as non-existent. The message was sent using the hidden copy mechanism, so every participant received it at the same time. It was on Friday, the 26th of June.

First came in SoftwarePlant's support, with a response time of exactly 16 minutes and 12 seconds. At 5 PM CET, 8 hours after sending the message...no one else responded. Mind you, this is Agile companies we're taking about, and the current technology allows for email anytime, anywhere in the world (Android, anyone?). With time, jPlugs, Soyatec and Polscheit all responded, with Frank coming in 2nd after BigGantt and apologizing for being a tad late. jPlugs outright stated the following:

   Well, we can't guarantee a response within 24 hours.

   Have a nice weekend.

   JEs
   jPlugs

Granted, some plugins have a ticket system, but these are bothersome - they require you to create an account, which often needs to be approved, then you have to hawk over your ticket, as notifications are not perfect. Users should be able to solve problems by writing a simple e-mail from their mobile device, as this takes the least amount of time and is very convenient. Setting up an elaborate ticket system which requires a big screen to use is certainly not user-friendly.

In contrast, SoftwarePlant's support guarantees a 24-hour maximum response time, with the average being much smaller, and often less than 20 minutes for the CEST time zone. We are on e-mail, Skype and phone.

Documentation

All plugins feature a documentation/wiki link in their Merketplace descriptions. However, the quality of these vary wildly.

* Gantt-Chart's (Polscheit) documentation is way too short. What is in the documentation will be useful, too bad not everything seems to be there. It only details the installation process and the most basic usage (creating tasks, baselines, permissions). It certainly does not seem to reflect all of the plugin's features and possible applications. The English is good, and screenshots high-quality, readable and with red arrows where needed. Or even where not:
• **Gantt-Chart Project's (Soyatec)** documentation can be simply described as slightly improved take on what Polscheit compiled. The overall structure is very similar, but there's a bit more of material covered. Unfortunately, some pages have no screenshots. However, the ones that have feature readable ones with red-coloured marks, and the English is also perfectly fine. Too bad there's no menu anywhere, you have to navigate via your browser's Back button.

• **WBS** documentation in English was recently published and it's definitely OK - clear descriptions and screenshots.

• **Gantt Charts for JIRA (jPlugs)** has perhaps the most bizarre documentation. At first it seems to be really good (proper Confluence set up, lots of screenshots, many sub-pages), but for some reasons it covers only the administrative section, that is installation and configuration. Nothing on the plugin usage, no tips or tricks, nothing on Agile and Gantt charts in general, just short descriptions of configuration options. And are these really needed? I mean, most of them are 1-2 sentences, while longer and more detailed ones can be found in the plugin itself.

BigGantt's documentation is right here: [BigGantt User Guide](#)