

# AnswerHub

## IGNITETECH CUSTOMER SUPPORT PROGRAMS

### *Services to Support Your Success*

Customer success is our #1 objective, and that's why we've created the IgniteTech Customer Support Programs, which we offer at Standard, Gold and Platinum service levels.

IgniteTech's Platinum Support Program is the best option for our most active and demanding customers, as it contains the widest array of services and the highest prioritization for critical issue resolution. With Platinum, you'll receive industry-leading support from experts in IgniteTech's support, services and engineering teams to ensure you get the most out of your IgniteTech solutions, as well as have access to global, always-on support for your most mission-critical solutions.

### IGNITETECH PLATINUM

*Preventive, Personal and Always On.*

#### *Exclusive Benefits*

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#### **24x7, Always-On**

Experience confidence knowing that IgniteTech technical experts are only a phone call away when you need them most. IgniteTech support services staff are here for you all day, every day.

#### **Highest Priority and Quickest Access**

IgniteTech's Support team strives to deliver a 1-hour response from a product expert through IgniteTech's support portal, with Platinum adding direct support by phone as an additional channel.

#### **Unlimited Support Access**

As a Platinum customer, you benefit from unlimited support tickets for issues and how-to questions to provide the volume of assistance your organization requires.

#### **Community Success Expert**

An AnswerHub specialist will help you maximize the value you get from the product.

#### **Engagement Tools**

An unlocked Engagement Tools portal gives you access to gamification tools to help engage experts and increase participation in the platform.

#### **Managed Metadata**

Auto-generated tagging improves search capabilities and improves quality of answers.

#### **Access to Additional Consulting Services**

Platinum customers have exclusive access to IgniteTech's stable of expert consultants in knowledge management to increase your ROI and success with the solution.

# IGNITETECH CUSTOMER SUPPORT PROGRAMS

SUPPORT ACCESS	STANDARD	GOLD	PLATINUM
Support availability (phone support hours)	Business Hours	Business Hours	24 X 7
Response time goals for severity 1 issues	24 hours	4 hours	1 hour
Web-based ticketing (# of tickets per year)	12	24	Unlimited
Support Channel Access	Email & Web	Email & Web	Email, Web & Phone

PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	☑	☑	☑
Community Success Expert	-	-	☑
Access to IgniteTech's Industry Consulting Team	-	-	☑

SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in IgniteTech Unlimited Program	☑	☑	☑



# *Platinum Services For* **ANSWERHUB**

IgniteTech's Platinum Support Program is designed to deliver a higher value experience to include customized, professional services. That's why, in addition to the benefits outlined in IgniteTech's Platinum Support Program for all IgniteTech solutions, the following AnswerHub solution-specific professional services are also included in our Platinum Support Program for AnswerHub customers.

## **Community Success Expert**

Platinum customers have access to an AnswerHub specialist who will support your operations by analyzing, providing recommendations and finding opportunities to maximize the value you get from the product.

You will have direct contact with your Expert, who can deliver AnswerHub's best options for your company including engagement management, gamification, time design and integrations.

## **Engagement Tools**

Your Expert will help you fully use AnswerHub's Engagement Tools, which include:

Events:

- Select which users are eligible for events
- Set metrics and tiers for competition participants
- Set competition timelines and prizes, plus notifications for participants

Season Challenges:

- Set objectives over a defined period for users to complete answers and earn points
- Set prizes and features unlocked at certain point levels on a specific progression bar
- Determine exclusive prizes for the season

Rewards:

- Physical rewards and other incentives can be set for users that reach specific milestones

## **Managed Metadata**

A machine learning algorithm will analyze every post in your community and auto-generate tags for them. These tags complement the ones the user manually adds.

With these tags, you can track tech debt and product coverage, generate data on the most questioned and answered topics and analyze and validate answers made by experts.