

## 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*

---

#### **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.

#### **Add / Update Data Sources**

This service ensures your "plumbing" is complete by bringing all the data into your CX Journey data set and ensuring high quality data.

#### **Map / Update Customer Journeys**

This is a quarterly review and update service working with your CX team to ensure all of your customer journeys are modeled correctly and aligned with current goals.

#### **CX Consultant Analysis and Insights**

Our team of top CX consultants will identify optimization steps and execute improvements in your CX journeys.

# 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	☑	☑	☑
Add / Update Data Sources	-	-	☑
Map / Update Customer Journeys	-	-	☑
CX Consultant Analysis and Insights	-	-	☑

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



## *Platinum Services For* **BRYTERCX**

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 BryterCX solution-specific professional services are also included in our Platinum Support Program for BryterCX customers.

### **Add / Update Data Sources**

One of the top important prerequisites to reap the full benefit of BryterCX, [per Forrester](#), is to ensure quality data is complete in your aggregated data set.

You need sufficient, high quality data for your CX team to be able to generate accurate customer journey insights. It's important to ensure the "plumbing" is not only complete but includes high quality content ensuring mapping is updated wherever needed.

### **Map / Update Customer Journeys**

The second important prerequisite identified in the [Forrester report](#) to reap the full benefit of BryterCX is to ensure your journey data is current and updated.

This service partners our data analysts with your CX team to ensure the CX journeys are modeled correctly both in terms of accuracy and current CX goals.

### **CX Consultant Analysis and Insights**

Your team will benefit from our top CX consultants who review hundreds of journeys across multiple customers, often in similar industries, who will provide observations, benchmarks and insights into your CX journey data.

The consultants will identify specific steps and assist in implementing improvements in a variety of updates, for example, reducing the number of steps in a journey, identifying where there is "leakage" of a customer moving from one channel to another, and working to decrease "drop-offs" where a customer exits the journey before the identified goal.