

We've got your back, no matter what.

When technical issues get in the way, we get you back on track. Premium Technical Success takes our gold-star support experience and adds live chat support, faster response times, and post-launch Hypercare.

Premium Tech Success is designed for customers who require additional support channels, priority response SLAs, and 24 hour availability for critical assistance.

Live Chat Support

In addition to cases created in our online support portal, Premium Support customers can access 24/5 Live Chat support. Get quick answers to basic questions, and easily start a remote session for issues that need a closer look.

Implementation Hypercare

Premium Support customers receive white glove treatment for the first 90 days after onboarding, which includes a dedicated Technical Success engineer, scheduled phone support calls and weekly case reviews.

Faster Response SLAs

For all customers, we promise 2 hour response turnaround for critical issues (Sev0), and rapid response for all important issues. Premium Support customers get priority support access codified in increased SLAs for both issue response and ongoing updates.



| | | Online | Premium |
|-----------------------|--------|-----------------------|------------------------------|
| Initial Response SLAs | Sev0 | 2 Hours | 2 Hours |
| | Sev1 | 4 Hours | 2 Hours |
| | Sev2-3 | 2 Business Days | 1 Business Day |
| Issue Update SLAs | Sev0 | 2 Hours | 2 Hours |
| | Sev1 | Every 2 Business Days | Daily |
| | Sev2-3 | Every 2 Business Days | Every 2 Business Days |

*Severity definitions provided separately