

Ignite Customer Support Programs

Services to Support Your Success

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

Ignite's Platinum Support Program is the preferred 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 Ignite's support, services and engineering teams to ensure you get the most out of your Ignite solutions, as well as have access to global, always-on support for your most mission-critical solutions.

Ignite Platinum

Preventive, Personal and Always On.

Exclusive Benefits

24x7, Always-On

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

Highest Priority

Receive highest-level priority on all support requests such that your issues are triaged with priority over those of non-Platinum customers. For severity one issues, enjoy less than 60-minute response from a product expert through Ignite's support portal and real-time, immediate routing of your issue via phone.

Ignite Prime & Prime Kickstart

Accelerate your use of Ignite's Prime program with Prime Kickstart Services. Ignite Prime is our program that provides access to tens of millions of dollars in enterprise software for free, for the life of your Ignite relationship. Prime Kickstart Services include an installation and configuration of a Prime-eligible solution. Refer to the Ignite Prime Solutions Catalog for a list of Prime solutions for which Kickstart services are available.

Unlimited Support Access

Leverage unlimited support ticket counts for opening as many issues and asking as many questions as you need to raise each year.

Forever Upgrades

Maintain superior performance, stability and security of your Ignite solution through immediate access to all Generally Available upgrade releases of the Standard Edition product to which you're licensed. Upgrades are available during the life of your Support contract carrying you forward for years and years without the requirement of paying new license fees for new versions.

Reduced Professional Services Fees

Enjoy a 15% discount on Professional Services contracted from the breadth of Ignite's consulting offerings: from new software implementations, integrations and customizations, to data analysis, model development, and installation assessments, and all the way to managed administration for customers who need a fully outsourced model of solution management.



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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	<60 minutes
Web-based ticketing (# of tickets per year)	10	20	Unlimited
Case priority weighting for non-critical issues	1x	2x	4x
PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases to licensed product(s)	☑	☑	☑
Standard Edition Upgrade releases to licensed product(s)	-	☑	☑
SUCCESS BENEFITS	STANDARD	GOLD	PLATINUM
Participation in Ignite Prime Program	☑	☑	☑
Prime Kickstart Implementation Services	-	-	1 Small/Annually
Discount on Professional Services Fees	-	-	15%

Serious Savings for the Long Haul

To learn more about your benefits, please visit us at www.ignitetechnology.com/services



Additional Platinum Services For

Response Tek Solutions

Ignite'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 Ignite's Platinum Support Program for all Ignite solutions, the following Response Tek solution specific professional services are also included in our Platinum Support Program for Response Tek customers.

SOLUTION SERVICES	STANDARD	GOLD	PLATINUM
Survey Configuration Management	-	2x Per Year	On Demand
CX Insight Report	-	-	On Demand

Survey Configuration Management

To support evolving business demands, Configuration Management Services are provided to adapt and fine tune survey and feedback programs.

The following types of configuration services are available:

- **User Management** – create, edit, and disable reporting users, as well as edit user role definitions
- **Invitation Management** – modify import and distribution rules
- **Survey/Questions Management** – add, edit and remove survey questions, modify question attributes, and modify simple survey branching rules
- **Workflow Management** – change existing alert rules recipient rules
- **Reporting Management** – update report configurations, change manual hierarchy, and push report business rule changes

CX Insight Report

CX Insight reports are focused on analyzing customer data and making market observations and recommendations to improve customer experience and program scores. This is particularly valuable for customers who have limited time for deeper analysis. Quarterly, reports are created for each solution in your program and shared in our quarterly business review meeting. As a further benefit, you can request updated reports at any time.

Available reports include:

- **Trend Comparison:** Provides easy comparison view of how key metrics are trending over time so you can understand relationships between each
- **Day of Week Performance:** Provides insight into key metric performance by day of the week
- **Segmentation Analysis:** Designed to highlight changing results over time based on customer segments. It compares overall score for two comparison timeframes for each available custom filter field that is relevant in your data schema (e.g. age, gender, account type, etc.)
- **Regional or Team Performance Distribution:** Segments and highlights top and bottom performers for one level of organizational hierarchy and segments performance based on key metrics.
- **Question Analysis:** Provides a snapshot of results for each scored question when comparing two periods. Easily identify how experience attributes are performing

