![conversica]

Technical *Support* Services

Conversica's Technical Support Offerings are designed to support your teams with launching campaigns, optimize your Revenue Digital Assistant™, and assist with ongoing maintenance and issue resolution.

Bolstered by our support offerings, your team is free to focus on your core business activities, while maximizing both your team's and assistant's efficiency and productivity with the Conversica platform.

Our dedicated team is poised to quickly answer questions, provide guidance, resolve issues, and ensure you can fully and effortlessly realize the potential of Conversational Marketing.

Technical Support *Tiers*

BASIC SUPPORT

Who It's For:
- Self-starting teams at US-based businesses

What's Included:
- Comprehensive Self-Service Resources
- US Business Day Coverage

COMPREHENSIVE SELF-SERVICE RESOURCES

Conversica's Academy, Help Center, and Community are all available 24/7 to help your team learn all there is to know about Conversational Marketing. No matter where your team is located or what hours they work, our comprehensive guides, support articles, and helpful community members can help answer questions and provide best practices for making the most of your Revenue Digital Assistant™.

US BUSINESS DAY COVERAGE

When your team needs a little extra help or wants to ask a particular question about your account, our support team is on hand Monday through Friday, 8:00am – 5:00pm Pacific Time, except on US holidays. Service requests can be submitted within the Conversica platform, on our website, or over email. Issues are responded to within two business days, though we monitor 24/7 for priority issues.

PREMIUM SUPPORT

Who It's For:
- Orgs with high-volume, time-sensitive campaigns with teams who operate during extended hours or within multiple regions

What's Included:
- Everything in Basic Technical Support
- Priority Support Queues
- Accelerated Response Times
- Extended Weekday and Weekend Coverage

PRIORITY SUPPORT QUEUES

With Premium Technical Support, your team's service requests go straight into our priority queue, ensuring faster responses to your questions and issues. Your team will also get access to our same-day callback service, freeing you from having to check your email or submitted requests.

ACCELERATED RESPONSE TIMES

In addition to being placed in our priority queue, with Premium Technical Support, your team's service requests will receive a response within the same business day. Of course, we still monitor 24/7 for priority issues and will respond to those within mere hours.

EXTENDED WEEKDAY & WEEKEND COVERAGE

For teams operating during extended hours or in different time zones, Premium Support extends our available hours Monday–Friday to 6:00am – 6:00pm Pacific Time, except on US holidays. For team members who work on the weekends, we're pleased to offer support from 8:00am – 3:00pm Pacific Time on both Saturdays and Sundays, except on US holidays.

GLOBAL COVERAGE ADD-ON

Who It's For:

→ Global organizations with time-critical requests

If your team is spread across the world or needs regular support for time-critical operations and already has Premium Technical Support, Conversica's Global Coverage add-on is perfect for you. With coverage from 6:00am Monday through 8:00 pm Friday Pacific Time, 8:00am – 3:00pm Pacific Time on Saturdays and Sundays, and 9:00am – 5:00pm Pacific Time on US holidays, your team can get the priority support they need no matter their location. Our Global Coverage add-on also includes responses within one hour in emergencies, giving you peace of mind no matter what.

NAMED TAM ADD-ON

Who It's For:

→ Organizations with complex use cases or multiple business units

To support you in the most complex or diverse projects, our Named Technical Account Manager (TAM) add-on ensures you get direct support, including up to 1 hour a week of phone support, for all your team's integration consulting, troubleshooting, and overall technical guidance needs. Available from 8:00am – 5:00pm Pacific Time Mondays through Fridays, your TAM can provide guidance on:

→ Segmentation using Conversation Rules

→ Leveraging CRM/MAP fields as conversation variables

→ Automating lead delivery

→ Rep assignment strategy

→ Translating assistant insights into CRM actions

→ Reporting in integrated system