Serenova Customer Support Services

With Serenova, you have access to business critical support offerings and a global network of experts—ALWAYS. Designed to reduce TCO, improve response times, and deliver better experiences for our customers—and yours. Our simple and effective support plans ensure you don't just succeed in the cloud, you thrive.

Support Plans Aligned with Your Business Objectives

Standard support is available for all Serenova customers at no cost. Those needing accelerated support turnaround and anywhere/anytime access can take advantage of our Premium support plan. For customers needing technical consulting and more personalized support, the Premium Plus Plan includes a Technical Account Manager (TAM).

	Standard	Premium	Premium Plus
	All the essentials including access to our online support portal to create and track cases, as well as a toll free support line for priority 1 escalations	Enhanced response times, live chat, and 24/7 phone support regardless of the priority level	All the benefits of Premium support, plus the personalized support and expertise of a Technical Account Manager (TAM)
Knowledge Base	✔	✔	✔
Support Community	✔	✔	✔
Engineer Availability	6am-6pm	24/7	24/7
Toll-Free Support Line	Priority 1 escalations only	24/7	24/7
Response Times (P1 / P2 / P3)	2 hrs / 8 hrs / NBD	15 min / 2 hrs / 8 hrs	15 min / 2 hrs / 8 hrs
Live Chat		✔	✔
Admin On-Demand	Optional	Optional	✔
TAM Program Benefits			✔
Pricing	Included	10%	See Premium Plus Tiers

Knowledge Base

Find solutions to problems faster through a searchable archive of knowledge articles and best practices accessible from any device.

Support Community

Submit, expedite, and manage cases within a secure online community.

Admin On-Demand

Gain access to experienced Technical Account Managers (TAMs) without subscribing to our Premium Plus Support plan. For a one-time fee of $1,500, you'll receive 10 support hours to be used as needed—in one week, in 10 months, in 2 years—there's no expiration date. Additional blocks of 10 hours can be purchased as needed.

Premium Support Plus

Premium Support Plus is available as an extension to the Premium Support plan, providing you with a TAM who is knowledgeable about your environment and internal procedures.

Serenova TAMs go far beyond the realm of basic case management and ticket escalation. They serve as technical consultants focused on maximizing the business value and successful operations of your Serenova environment.

In addition, TAMs provide proactive and strategic support, operational management, and partnership activities. They serve as your direct link into product management, engineering, and technical support to help prioritize product feature requests, enhancements, and expedite the resolution of support tickets. Offering a wealth of product and subject matter expertise, TAMs provide ongoing configuration support for minor adds and changes—reducing both the workload for your staff and the need for professional service engagements for light-duty configuration work.

TAM Program Benefits at a Glance

Personalized Run Book

Improve speed of support and resolution through a well-defined and repeatable framework aligned to your business processes.

Product Release and Maintenance Management

Review upcoming platform maintenance, patches, and product release timing—including the corresponding impact and/or benefit to your business.

Ongoing Operational Reviews

Operational review of all outstanding cases to ensure follow up and closure—highlighting key service metrics and scorecard results, as well as consulting on upcoming releases that have potential for impact.

Escalation Management

Proactive case monitoring where critical cases are prioritized with internal support and operations to expedite issue resolution.

Platform Configuration Support

Configuration requests may include flow design and optimization, tenant configuration, user profiles, skills-based routing, custom reports, and dashboard configuration.

Best Practice Webinars

Best practices related to call flow architecture, tenant administration, knowledge management, and critical support process flows.

Platform Enhancement Coordination

Prioritize platform enhancement requests with internal Product and Engineering teams.

Business Reviews

Strategic meetings to review what worked, what didn't work, and what Serenova can do to help you achieve your goals.

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Premium Plus Tiers

	Tier 1	Tier 2	Tier 3
	Proactive service for small to mid-size contact centers	Higher frequency engagement for contact centers with moderate business complexity	Dedicated support for larger organizations with more complex contact center requirements
Personalized Run Book	✔	✔	✔
Product Release and Maintenance Management	✔	✔	✔
Ongoing Operational Reviews	Bi-Monthly	Weekly	Unlimited
Escalation Management	✔	✔	✔
Platform Configuration Support	10 hrs / Month	15 hrs / Month	Unlimited
Best Practice Webinars	✔	✔	✔
Platform Enhancement Coordination	✔	✔	✔
Business Reviews	Semi-Annual	Quarterly	Quarterly
Monthly Pricing	$3,500 + 10% of MRR (List Price)	$6,000 + 10% of MRR (List Price)	$18,000 + 10% of MRR (List Price)

Learn More

Let us help you to find the Support Program that's right for you. Contact us by email **support@serenova.com** or visit **www.serenova.com/support** to learn more about our Customer Support Services and how we help drive faster, more efficient and effective results for your business.