Knova

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.

Platinum Services

Platinum customers are entitled to several additional services to help ensure performance . These services include a Community Success Expert and Managed Metadata.

Access to Additional Consulting Services

Platinum customers have exclusive access to IgniteTech's stable of expert consultants to increase your ROI and success with the solution.

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	Web	Web	Web & Phone

PRODUCT ACCESS	STANDARD	GOLD	PLATINUM
Hot Fix and Update releases	✓	✓	✓
Community Success Expert	–	–	✓
Managed Metadata	–	–	✓
Access to IgniteTech's Industry Consulting Team	–	–	✓

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

Platinum Services For

KNOVA

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

Community Success Expert

A Knova specialist will support your operations by analyzing usage data, providing recommendations, and finding the best ways to maximize the value you can get with the product.

You will have direct contact with the Expert, who can deliver Knova's best options for your company including engagement management, gamification time design, and integrations.

Managed Metadata

A machine learning algorithm will analyze every post in your community and auto-generate tags for them. These tags complement the ones the user manually adds.

With these tags, you can:

- Track tech debt and product coverage.

- Generate data on most questioned and answered topics.

- Analyze answers generated by the experts, validate them, and evaluate chatbot effectiveness.

All data collected will be available for use on a data lake, ready to be extracted on any data visualization tool available.

A hyperparameter tuning every two months is included to keep the algorithm up to date.

If required, we can also allocate a data analyst to set up custom dashboards based on the data collected with the automatic tagging (charged separately).