

Premium Support Plan

Accelo's technical support team are experts trained to answer your most complex questions and queries. Premium Support provides clients with additional support channels and faster response times beyond the services available to clients with the standard Accelo support subscription.

	<u>Standard</u>	<u>Premium</u>
SLA Response Time	2-3 Business Days	2 Hours
Email Support	Limited	Unlimited
Community Support	✓	✓
Live Chat		✓
Phone Support		✓
Video Conference Support		✓
Professional Services		20% off Expert Services

Service Level Agreement (SLA)

Premium Support clients receive a priority two-hour response time for live chat, email, phone and video conferencing support services, resulting in ticket escalation and faster answers for your team.

Premium Support Hours

Sunday, 9 p.m. – Saturday, 3 a.m.
(Coordinated Universal Time)

 [Click to convert to your local time zone.](#)

What Will Premium Support Provide?

- ✓ Troubleshooting and root cause analysis for quicker resolutions
- ✓ Ongoing multichannel system support and maintenance
- ✓ Advice and guidance for optimal platform usage
- ✓ Repair and triage of technical platform issues, bugs or defects
- ✓ A complete log of suggested features and improvement requests
- ✓ Direct access to our on-call Tier II Support Engineer

Video Conferencing

Scheduled video calls with a Tier II Support Engineer to troubleshoot and solve issues using screen sharing.

Deployment Audits

An in-depth, deployment health check to ensure the platform is set up to help you reach your goals.

Phone

A dedicated phone line for Premium Support clients with priority routing to the next available team member.

Live Chat

Instant messaging and direct escalation to a human support engineer.

Email

Unlimited email support with a two-hour response time.

Interested in taking advantage of Accelo's Premium Support? [Contact Us](#)