

# Customer Success Program

At Service Objects, one of our core values is **Customer Service Above All**. As part of this commitment, we created our Customer Success Program, which provides our customers with a dedicated Customer Success Specialist. This person is your single point of contact at Service Objects, ensuring you get the answers you need as quickly as possible. Our Customer Success Program helps you maximize the value of your investment and leverage all of our resources.



DEDICATED  
ACCOUNT  
SUPPORT



ENGINEERING  
& APPLICATION  
SUPPORT



COURTESY  
TESTING  
KEYS



24/7/365  
EMERGENCY  
RESPONSE

## DURING YOUR FIRST 60 DAYS

- Dedicated Customer Success Specialist\*
- Scheduled check-ins at 15 & 45 days to ensure proper set-up & help you get the full use of your product
- Proactive monitoring and analysis of your account to maximize efficiency
- Account specific programming consultations with an Application Engineer
- Priority customer support across our customer contact channels (phone, email, chat)\*
- Direct access to Product Engineers to discuss best practices
- Failover strategy review and support to ensure maximum uptime
- Assistance with our developer guides for faster problem resolution

\*Hours of Operation: Monday - Friday 7:00am-4:00pm Pacific Time

## ONGOING CUSTOMER SUPPORT

- 24/7/365 critical emergency support
- Quarterly account reviews to address concerns, challenges and effectiveness of your existing products
- Access to sample code for 3rd party integrations
- Programming support & custom sample code for many languages\*\*
- Test our other products with extended trial keys (1,000 transactions per month for 3 months)
- Dedicated monitoring & alerts for high-volume or unusual usage
- Early access to product releases and version updates
- Do-It-Yourself list processing using our DataTumbler software
- 99.999% server uptime due to multiple state-of-the-art datacenters

\*\*Professional services available for more complex integrations – contact your dedicated Customer Success Specialist for more info.

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[www.serviceobjects.com](http://www.serviceobjects.com)

1.805.963.1700

1.800.694.6269