

Esker CX Service Level Guide

CUSTOMER SERVICE LEVEL & FEATURES		STANDARD	SILVER	GOLD
Technical Support Via Portal	Esker Support Hub	✓	✓	✓
Customer Community	Esker All Access (EAA) Community Hub Membership	✓	✓	✓
	EAA Conference & User Event Invitations	✓	✓	✓
	Free Passes (2) to EAA Conference			✓
Self-Service Resources	Online Documentation & FAQ's	✓	✓	✓
	Tutorials & Videos	✓	✓	✓
	In-App Interactive Guides	✓	✓	✓
	Esker University E-Learning Courses	✓	✓	✓
Onboarding	CX Engagement Post-Implementation	3 months	✓	✓
Personalized Support	Dedicated Customer Advocate		✓	✓
	Business Reviews		2 per year	4 per year
	Configuration, Reporting, View & Dashboard Assistance		✓	Custom
	Solution Expertise on Recognition		✓	Custom
System Performance Analysis	Automated Monitoring		✓	✓
	Operational Metrics			✓
	Process Improvement Analysis		1 per year	2 per year
	Customer Workshops*			1 per year

