



We are  
serious about  
service

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## In your corner. By your side.

At Kayako, providing great customer support is more than just an approach to doing business – it is our reason for being. Our end-to-end customer service software helps teams of all shapes and sizes ensure customer satisfaction and increase productivity and effectiveness.

We believe customer support should be simple, straightforward and optimized to meet your individual needs. Kayako's comprehensive support programs have one goal in mind: eliminating obstacles to excellence so your customers stay happy and your business can thrive.



### Platinum

Our Platinum plan redefines exceptional customer service, equipping you with the critical tools to advance your business objectives and ensure customer satisfaction and retention. With Platinum, Kayako introduces concierge consulting: personalized training modules to instill best practices and hone your team's skills. Put convenience at your fingertips with Platinum – the smart investment for high performance.



### Gold

As a Gold customer, you get more of what you love in our standard plan including bonus features like response time windows and expanded Kayako Classic support. Go Gold for a stepped up level of service that will transform your everyday success.



### Standard

There's nothing basic about Kayako's entry level support plan; as with everything we do here, premium comes Standard. We designed this program for customers looking for robust online and phone support.

*Let us help you find the right fit!  
Contact us at [success@kayako.com](mailto:success@kayako.com)*



## The benefits of belonging

Our job at Kayako is to make process painless: assisting you in building lasting customer relationships to ensure future business growth. At every subscription level (Standard, Gold or Platinum), our customers benefit from:



We're here for you when you need us most.



Seamless data migration to the Kayako Cloud: Back up key data, and access it anywhere.



Full support for Kayako Classic: Maintain your environment without interruption.



Groundbreaking business tools: Access to enterprise software at no additional cost.

## The power of Platinum

You face countless pressures every day. With Platinum support from Kayako, we help lighten the load, allowing you to focus on what matters most – delivering the kind of world-class service that will keep your customers coming back for more.

Platinum gives you the best of everything. Pairing our signature round-the-clock assistance with priority status that bumps you to the front of the queue, Platinum lets you respond faster and resolve issues more efficiently. Platinum's next-level service also includes:



*Unlimited phone and web support*



*Response time for critical issues*



*Dedicated customer success manager*



*Integration and development support*



*Installation and upgrade services*



*Annual system health checks*



*Support for the last five releases of Kayako Classic*

## Introducing Prime

Kayako Prime doubles down on best-in-class service, giving you free access to additional software applications that can help you scale your business, launch new initiatives and reduce your technology expenses. Our growing portfolio means you can leverage an increasing number of cutting-edge products, adding value for both you and your customers. Ask your account manager about Prime today.



**Talk to your renewals manager about upgrading your support today!**

Contact us at [success@kayako.com](mailto:success@kayako.com)

	Standard	Gold	Platinum
<b>CUSTOMER SUPPORT</b>			
Phone Support During Business Hours			✓
Product Support Ticketing (# of tickets per year)	10	40	unlimited
Support Availability (Hours x Days/Week)	8x6	12x6	24x7 for Sev1
Response Times Goals for Critical Issues	24 hours	12 hours	4 hours
Case Priority Weighting for Non-Critical Issues	1x	2x	4x
<b>PRODUCT DEVELOPMENT</b>			
Access to Patches, Updates, and Client Product Releases	✓	✓	✓
Feature Request Priority Weighting	1x	2x	4x
<b>PRODUCT EXPERIENCE</b>			
Consulting Hours		10/year	20/year
Best Practices Training		✓	✓
On Board Training		✓	✓
Solution Health Checks		1/year	1/year
<b>CUSTOMER EXPERIENCE</b>			
Participation in Customer Success Program	✓	✓	✓
Dedicated Customer Success Manager			✓
Quarterly Virtual User Group Conferences	✓	✓	✓
Discount for Additional Professional Services Hours		15%	25%
Designated Executive Sponsor			✓
<b>KAYAKO CLASSIC ON-PREMISE SPECIFIC</b>			
Kayako Classic versions supported	Current release	Last 3 releases	Last 5 releases
Installation and Upgrade Services (Kayako Classic On Prem)		Option to Purchase	1/year
Module and Customization Support (Kayako Classic On Prem)			✓
<b>KAYAKO CLOUD</b>			
Data migration	✓	✓	✓
<b>PRIME</b>			
Access to Kayako PRIME Program	✓	✓	✓
PRIME Kickstart Implementation Service			Annual
Number of PRIME Solutions for FREE	1	3	unlimited
Option to purchase additional functionality and support	✓	✓	✓