

## Gold Support

### Bigtincan Sales Enablement Automation Platform

Bigtincan Gold Support is Bigtincan's premium support offering, designed for organizations that need the highest level of enterprise class support, Gold Support lets IT staff and Business Executives rest easy that their Bigtincan Hub deployment is supported by the best possible human and automated reporting systems.

Gold Support fits on top of the standard Bigtincan support offerings and standard business class SLA to provide 7X24 priority access to support professionals, enhanced response time to Severity Level 1 – Critical issues, and additional support services including premium branded support portal access, prioritized feature requests, regular meetings with Product Management, and up to 140 service hours per year.

Bigtincan will assign a designated CSM to work with your company and to make sure that you receive an extraordinary experience. The Customer Success Manager will create a plan for success and will be with you every step of the way.

Priority access to engineering support and prioritized feature requests:

Bigtincan will provide priority to triaging technical issues and feature requests brought by Gold customers to ensure the fastest response time possible. Additionally, Bigtincan will provide Gold customers quarterly meetings with our Product Management team to discuss features, feature requests and product roadmaps.

35 hours per quarter of support services (maximum of 140 per year):

Gold Support includes support services support to customize your user experience on web and mobile platforms. Bigtincan's user interface is built with ease of use in mind. However, by customizing it to better align with your exact business use case you will ensure your end users are able to adopt the solution more quickly.

Enhanced SLA with one (1) hour response time:

Gold Support includes premium access to our enhanced SLAs including one (1) hour guaranteed response time to Severity Level 1 – Critical issues and priority queue access for standard support requests.



Bigtincan Gold Support Classifications 7x24 support:

Gold Support includes 7x24 support with enhanced support response times as shown in the support response table shown here.

Severity Level	Classification	Contact Method	Target Initial Response Time
1 – Critical	System down: Customer is unable to access Bigtincan server and data is not available to users.	Phone Call	1 Hour
2 – High	Operations are severely restricted: Content is available but administration features regarding composition, users, channel, groups, and tabs are not functional.	Phone Call	4 Hour
3 – Medium	The product does not work as designed resulting in a minor loss of usage. A workaround is available.	Support Portal	Next Business Day
4 – Low	There is no loss of service. This may be a request for documentation, general information, product enhancement request, etc.	Support Portal	Next Business Day

Summary:

Bigtincan Gold Support is our premium support offering - offering business managers, IT staff and senior executives the best possible peace of mind in supporting their rollout of Bigtincan hub, Bigtincan Zunos and/or Bigtincan for Salesforce.com. By bundling in a series of benefits into a single package, Bigtincan has made it easy for enterprise and business organizations to have a single point of access to the support they need.