Gold Support

Bigtincan Sales Enablement Automation Platform

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.

Includes all features of the standard Bigtincan support offerings and business class SLA, plus:

- 24/7 priority access to support professionals
- Enhanced response time to Severity Level 1 – Critical issues
- Premium branded support portal access
- Prioritized feature requests and regular meetings with Product Management
- Up to 35 hours per quarter of support professional services
- A designated Customer Success Manager to help you plan for success every step of the way

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Priority access to engineering support and prioritized feature requests

Gold customers receive priority triaging for technical issues and feature requests to ensure the fastest response time possible. Additionally, we hold quarterly meetings with our Product Management team and Gold customers to discuss features, feature requests and product roadmaps.

35 hours per quarter of support services

Gold Support includes services 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 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.

Gold support classifications 24/7 support

Gold Support includes 24/7 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 like composition, users, channel, groups, and tabs are not functional.	Phone call	4 hours
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