Platinum Support

Bigtincan Sales Enablement Automation Platform

Platinum Support is Bigtincan's premier support offering, designed for organizations that need the highest level of enterprise class support. Platinum 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

- Enhanced admin training

- Prioritized feature requests and regular meetings with Product Management

- An annual content audit with one of our trusted content partners

- Up to 80 hours per quarter of support professional services

- A designated Customer Success Manager to help you plan for success every step of the way

Platinum Support

Priority access to engineering support and prioritized feature requests

Platinum 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 Platinum customers to discuss features, feature requests and product roadmaps.

80 hours per quarter of support services

Platinum 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

Platinum 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.

Platinum support classifications 24/7 support

Platinum Support includes 24/7 support with enhanced support response times as shown in the support response table shown here.

Annual content audits

Platinum Support includes an annual audit of your Content to identify content gaps so all the use cases required by your customer-facing employees are covered.

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	2 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