

# Customer Support



A multifaceted approach to make you successful as a Tealeaf customer

Our experienced Customer Support team is committed to providing the support you need to ensure your organization meets its customer experience management goals and realizes the most out of its Tealeaf investment. With a multifaceted approach that combines many contact points, expert consultation, and status and technical reviews, our customer support structure is designed to keep your online channel at top performance.

All Tealeaf customers receive access to our comprehensive support services, including access to viaTealeaf, our community site and your first step in getting support, access to support services via the web, e-mail and phone, as well as ongoing contact with Tealeaf's professional support staff, who is available to answer Tealeaf product related questions and help diagnose product issues.

## THE viaTEALEAF COMMUNITY

The viaTealeaf Community (<http://community.tealeaf.com>) is the place to get started when you need support and your one-stop shop for everything you need as a Tealeaf customer. A site exclusive to our customers, you'll find numerous ways to engage with other customers, self-service support tools, and essential product documentation, all available to you 24 x 7 x 365, including:

- > **The Customer Forum.** The forum is exclusively for our customers to share and discuss best practices for improving the online customer experience, engage in product and feature discussions, and network with peers.
- > **The Tealeaf Support Portal.** Tealeaf supports every customer through our support portal, where you can submit help tickets, and get assistance with planning, installing, testing, and deploying the Tealeaf solution. You can also find extensive FAQs from our growing knowledgebase and utilize our online tracking system to conduct research on potential usage, report possible bugs, and request product enhancements.
- > **Online Help.** Find product documentation, best practices resources, tutorials, upcoming training sessions, and more for your Tealeaf solutions.
- > **The Tealeaf Troubleshooting Guide.** This guide is designed to assist customers in the initial steps of diagnosing complex issues. The guide describes likely causes of different types of issues, provides advice on using tools and collecting diagnostic information, and lists specific files and data to collect and send to Tealeaf when opening a service request for certain types of issues.



## CONTACTING TEALEAF CUSTOMER SUPPORT

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| > <b>Support Portal:</b><br><a href="http://support.tealeaf.com">http://support.tealeaf.com</a> | > <b>Email:</b><br><a href="mailto:support@tealeaf.com">support@tealeaf.com</a> | > <b>Phone:</b><br>866-608-8194<br>+44 845 8720124 |
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## SUPPORT OPTIONS

Tealeaf's Standard Support (conducted during business hours) includes the following services:

- > 24-hour access to Tealeaf's Support Portal (<http://support.tealeaf.com>), which allows customers to submit and track the status of submitted support cases, as well as access technical support contacts, product documentation, and the knowledge base which provides answers to frequently asked questions and information on available software releases and updates.
- > Email and web-based technical support for all support issues during the business hours based on your location. Customers can directly call our support line (866-608-8194) for assistance with Critical Severity issues.  
*Business Hours are Monday through Friday, excluding local holidays. Our North American Time Zone is 9 a.m. to 6 p.m. Pacific Time. Our EMEA Time Zone is 9 a.m. to 6 p.m. Greenwich Mean Time.*
- > Technical support for usage and configuration of Tealeaf products, documentation issues, fixes and patches, and ongoing contact with Tealeaf's professional support engineers, who are available to answer Tealeaf product related questions and help resolve issues and configure the Tealeaf system to suit your business needs.
- > All Standard Support customers receive an unlimited number of registered Technical Contacts who can access the Support portal.
- > In addition to the services included in Tealeaf's Standard Support, Tealeaf's Extended Support, an after-hours option, includes phone support for all support issues classified as critical (see classification table on the reverse). Please contact your account manager to learn more about Extended Support.



## >> Support Classification Table

PRIORITY LEVEL	DESCRIPTION	ESTIMATED RESPONSE TIME	ESTIMATED FREQUENCY OF UPDATES
Critical	Customer's issue involves either current or imminent data loss and has a severe production business impact. Work cannot reasonably continue.	1 hour	Daily updates, unless otherwise agreed to with Tealeaf Support on a case-by-case basis.
Priority	Customer's issue has a significant production business impact, but operations can continue in at least a restricted fashion. Tealeaf software is usable but severely limited. There is no acceptable workaround available. Customer is experiencing a significant loss of service.	4 hours	As agreed to with Tealeaf Support on a case-by-case basis
General	Customer's issue has some business impact. Tealeaf software is usable and causes only minor inconvenience. It may be a minor error, documentation error, or incorrect operation of the application, which does not significantly impede the operation of the system.	1 week	As agreed to with Tealeaf Support on a case-by-case basis
Minor	Customer's issue has very minimal business impact or customer has questions about usage of the product.	N/A	As agreed to with Tealeaf Support on a case-by-case basis

### ABOUT TEALEAF

Tealeaf provides online customer experience management solutions and is the unchallenged leader in customer behavior analysis. Tealeaf's CEM solutions include both a customer behavior analysis suite and customer service optimization suite. For organizations that are making customer experience a top priority, these solutions provide unprecedented enterprise-wide visibility into every visitor's unique online interactions for ongoing analysis and web site optimization. Online executive stakeholders from ebusiness and IT to customer service and compliance are leveraging Tealeaf to build a customer experience management competency across the organization. Founded in 1999, Tealeaf is headquartered in San Francisco, California, and is privately held. For more information, visit [www.tealeaf.com](http://www.tealeaf.com).