



# What's Included in Premium Support



## Direct Level 2 Support

Requests to Technical Support will bypass the frontline support reps who handle basic issues like password resets and go directly to the Level 2 team trained to handle higher-level technical challenges.



## Support Access

Premium Support includes access to the support team via Slack for urgent issues during North American business hours (8 a.m. ET to 5 p.m. PT).

This also includes quarterly review of support requests, responses, resolutions, and outstanding items with the Director of Support Services. You will receive a named Fullcast executive sponsor.



## Priority Issue Response Time

You will experience faster response times for any customer support-related issues, with the goal of helping minimize disruption to your operations.

One-hour response time during our support window (8 a.m. ET to 5 p.m. PT). We have an 8-hour response time within standard support.



## Semi-Annual Business Reviews

Regular strategic reviews will be scheduled with your account manager and Fullcast executive sponsor to assess progress, address challenges, and align on future goals.



## Advanced Training and Workshops

You will receive access to advanced training material and workshops tailored to your team's needs, ensuring they maximize the tools's capabilities.



## Ongoing Training Access

Onboarding support and training will be offered for new users to ensure that they quickly become proficient in using the system.



## Premium Report Package

This includes a Fullcast integrated reporting tool with a premium set of pre-built reports configured and tested within your own Fullcast environment.