



ANGEL SUPPORT SERVICES

THE EXPERTISE YOU NEED, WHEN YOU NEED IT

Effective and reliable customer care can make all the difference in your ability to compete effectively and grow your business.

At Angel, we realize that our success is mutual. When you invest in Angel Customer Experience solutions to meet your business requirements, we know you entrust a significant part of your success to us—and we take that very seriously.

Angel’s experienced and customer-focused support personnel utilize Angel’s proven support procedures to identify and isolate issues quickly, so that your applications are consistently operating at high availability with minimal disruption. We provide around-the-clock, personalized, and online service, support and maintenance to our community of customers and partners around the world. Working with Angel, you can rest assured that you will receive rapid attention to your requests, timely problem resolution, and effective updates.

WE’VE GOT YOU COVERED

Angel realizes that no two sets of company needs are exactly alike. With Angel, customers can choose from a variety of different support options to ensure you have the level of support wherever and whenever you need it. With each tier, you receive the utmost in professional assistance—consistently.

FEATURES	SELF-SERVICE	PREMIUM	ENTERPRISE	ENTERPRISE ADVISOR
Annual Support Fee (% of Invoice)	Included	\$250/month	\$500/month	\$2,500/month
Online Knowledgebase	✓	✓	✓	✓
Email Support	✓	✓	✓	✓
Web Portal Support	✓	✓	✓	✓
Phone Support	-	Business Hours (c)	✓ (24 x 7)	✓ (24 x 7)
No. of Cases Submitted (monthly)	5 (a)	10 (a)	Unlimited	Unlimited
No. of ATCs (authorized technical contacts)	1	2	5	10
P1 Case Response Time (Platform still up, critical bug)	8 Hours	4 Hours	2 Hours	1 Hours
Consulting Hours Included	-	-	5 Hours/yr.	10 Hours/yr.
Complimentary Angel Standard Voice Prompts (per month)	-	-	3	10
Named Account Manager	-	-	✓	✓
Quarterly On-site review	-	-	-	✓
Advisory Board Seat	-	-	-	✓
Annual Site Review Package (d)	-	-	-	✓

NOTE: Subject to the terms and conditions set forth in your Customer Support Agreement.

(a) The client will be charged \$100 for each additional new Support Case entered.

(b) The client will be charged \$50 for each additional new Support Case entered.

(c) 8:00 am - 8:00 pm (ET)

(d) Includes:

- ✓ VUI best practice review
- ✓ Application usage review
- ✓ Site Builder best practices analysis
- ✓ Report summarizing application tuning recommendations

Self-Service Support

Angel Self-Service Support provides support via email complimented by 24x7 access to our online knowledgebase and web portal support. This plan is ideal for organizations with entry level applications and limited support requirements. With Angel Self-Service Support, Angel support professionals will help you troubleshoot your problems and provide you with quick resolutions.

Premium Support

Angel Premium Support provides live technical support during business hours and two customer-designated support liaisons. Support liaisons may contact Angel Support via phone, email, fax, or the online support interface.

Additionally, you have 24x7 access to Angel's technical support website, which includes the online support interface, Knowledgebase and web portal.

Enterprise Support

Today's managers know all too well that business is no longer limited to business hours. With Angel's Enterprise Support, rest assured that your customer experience applications are

supported around the clock, 365 days per year. We deliver comprehensive, unlimited support from our experienced support professionals. Designed for enterprise organizations that require more frequent contact with support, and companies looking for the added comfort and security of expanded support availability, this option allows 24x7 business support and 24x7 emergency telephone support to handle your business' mission critical needs. Enterprise Support also provides expedited support services, priority routing of issues, and a named contact for your organization to communicate with whenever you need.

Enterprise Advisor Support

Designed to provide you with the ultimate in customer support to address your unique needs, Angel Enterprise Advisor Support ensures you always have access to a team of experts with years of experience with Angel products, coupled with familiarity with your environment and the specifics of your implementation. We've assigned the most senior advisors to this offering. With Enterprise Advisor Support, we're putting out best resources to work on your behalf, so that you can stay focused on meeting your business objectives.

NEW INVESTMENTS TO OPTIMIZE YOUR ANGEL SUPPORT EXPERIENCE

Your requirements and expectations are constantly changing as your business grows. We know we must make regular investments in our support capabilities in order to stay ahead of your requirements. We continuously identify and implement new ways to improve our support offerings based on feedback we receive from our customers. All Angel Support analysts are required to complete periodic training to ensure they are up to date on:

- Latest product capabilities
- Current industry best practices
- New regulatory and compliance requirements

WHY ANGEL CUSTOMER SUPPORT?

Angel Customer Support provides you with the resources to be confident that you can rely on the mission-critical capabilities of our Customer Experience solutions. Angel Customer Support enables you to:

- Decrease your total cost of ownership
- Ensure your Angel applications are being utilized to its' fullest capabilities
- Stay current with any regulatory or compliance updates
- Diagnose and resolve any technical issues quickly and efficiently
- Access the rights resources via the Web or telephone whenever you need help

With Angel Customer Support you can be sure that your investment in our technology and services will grow with your company, even as your business needs evolve and change.