# Premier Support

Maximize your CX potential with expert guidance, proactive issue resolution, strategic insights and an annual review.

Faster Response Times

15-minute response for critical
60-minute response for other

Dedicated Resources

Primary Technical Support Engineer
Primary Technical Account Manager
Customer Slack Channel

Expanded Support Hours

24/5 Coverage
From Sunday 6 PM ET
through Friday 9 PM ET

Expanded SLA Credits

Enhanced service guarantees
with proactive accountability
for your success

How It Works

Your support team goes beyond just your CSM—it's a dedicated team working together to ensure your success. With a TSE handling issue resolution, training, and insights, and a TAM providing tailored solutions and CX optimization, you're fully supported every step of the way.

| Customer | CSM, TSE & TAM | Health Check |

kustomer
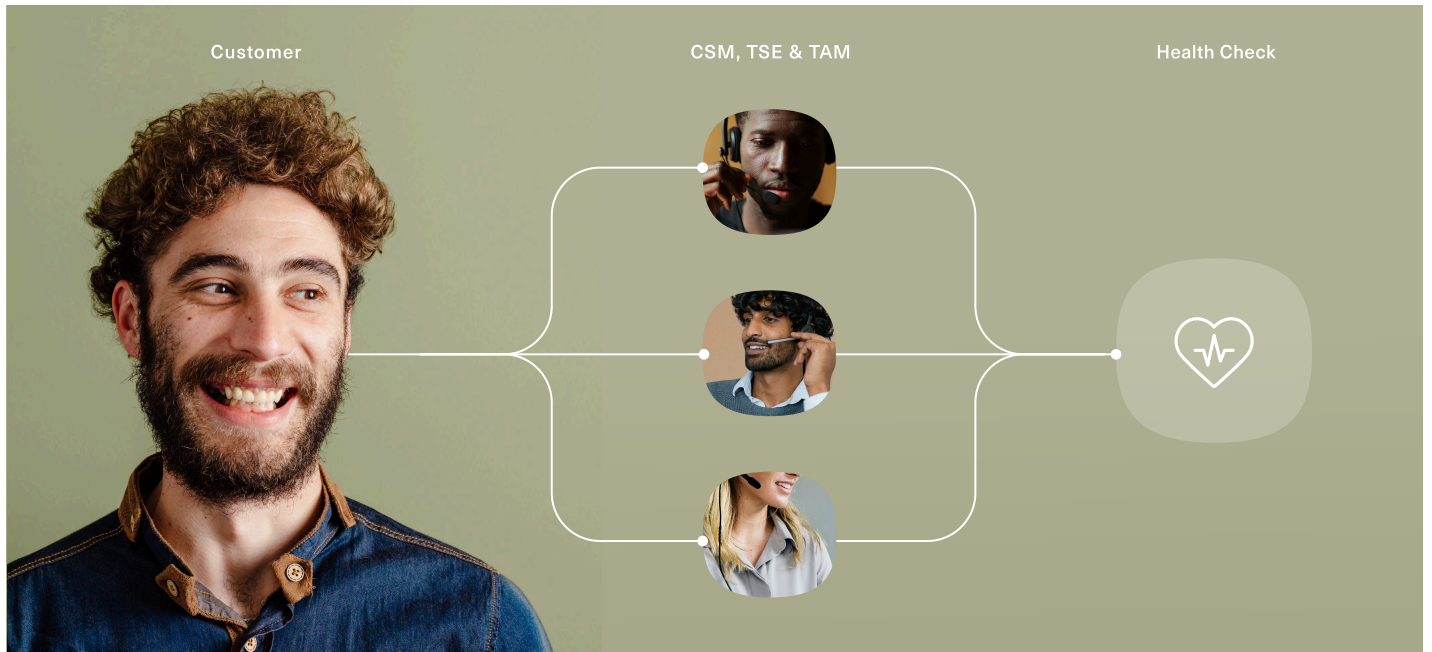
Technical Support Engineer (TSE)

Dedicated support with proactive issue resolution, monthly check-ins, training, and strategic insights to ensure continuous improvement and alignment.

- **Proactive Issue Management:** Troubleshoot and resolve issues, coordinate live review calls, and manage long-term problems with consistent updates to clients.
- **Client Engagement and Support:** Conduct monthly check-ins, deliver training and walkthroughs, and handle small configuration changes.
- **Collaboration and Strategic Insights:** Act as a trusted advisor by sharing valuable client feedback and observations with internal stakeholders to drive continuous improvement and alignment.

Technical Account Manager (TAM)

Dedicated CX partner providing tailored solutions, proactive oversight, and continuous optimization for long-term success.

- **Strategic Expertise:** Partner with a dedicated Subject Matter Expert to address challenges, deliver tailored solutions, and align your CX strategy with industry best practices.
- **Proactive Oversight:** Accelerate issue resolution through support request monitoring, relevant insights, and pattern identification.
- **Continuous Optimization:** Gain proactive recommendations to enhance your Kustomer implementation and achieve long-term CX improvements.

Annual Health Check

Annual review with actionable insights and ongoing optimization to enhance performance and efficiency.

1. **Comprehensive Configuration Audit:** Conduct a detailed annual review of your setup to uncover opportunities for improvement and optimization.
2. **Actionable Insights:** Receive a thorough report with clear recommendations to enhance performance and efficiency.
3. **Ongoing Optimization:** Collaborate through weekly follow-ups to design, implement, and manage updates aligned with your goals.

Unlock More with Premier Support

	Premium	Basic
Support Coverage	24/5	8 AM - 8 PM Local Time M - F
Dedicated Slack Channel	Yes	No
Dedicated Technical Support Manager (TSE)	Yes	Pooled
Dedicated Technical Account Manager (TAM)	Yes	No
Enhanced SLA Credits	Yes	No
Annual Health Check	Yes	No

Contact us for pricing