

EMERGENT ADOBE® CONNECT

# Tiered Support and Training

FREE PACKAGE



STANDARD PACKAGE



PREFERRED PACKAGE

- ✓ Online Videos
- ✓ Generic Quick Ref Guides
- ✓ Access to 2 weekly office hours
- Access to 2 training sessions a week
- Event facilitation
- 1 on 1 support
- Troubleshooting
- General Admin tasks
- System Configuration
- Technical guidance
- Customized training materials
- Set-up, configuration and optimization of Connect Rooms
- Priority on tickets= SLA (faster turn-around time)
- Dedicated Support Specialist to work with your account
- Specific ticketing system for submitting help requests
- No limit on hours per week, still counts again annual allotment
- Schedule onsite support within DC metro area at no additional cost
- Last minute booking of Support Manager

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