Learndot
by ServiceRocket

Support service levels

for
Learndot Enterprise

Version 6.0
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Section 1
Learndot Enterprise support process overview

Implementing the Learndot LMS is just the beginning. Ongoing success depends on your learners' satisfaction with their learning experience, and your internal stakeholders' satisfaction with the results of your learning business. Learndot Support is an essential contributor to your community's experience and your business outcome.

Partnering with our customers is at the center of our culture. As your learning business partner, you can count on Learndot to deliver the operational reliability, responsiveness and best practices needed to ensure long-term success. We are dedicated to building and expanding how our business relationship creates value for you. Our customer experience teams' focus on regular communication, customer feedback and the continuous improvement of our offerings demonstrates that commitment.

To compliment your use of the Learndot platform, Learndot, through our support, training, and professional services teams, offers services to help build and even manage your training business. These services include:

- Customer End User Support
- Training Strategy Workshops
- Content Authoring Jumpstarts
- Training Course Development
- Certification Development & Management
- Full-Service Training Business Management

Talk to us about designing a service option to fit your specific support and business needs.

Contacting support

Learndot provides you with two primary mediums for contacting support:

Issue Tracking Portal: http://success.learndot.com

Email: support@learndot.com

Whenever customers contact support, this is the standard process we follow:

1. Our support tracking system generates a case with an associated severity.

2. We send first contact email to the customer when a ticket is created to acknowledge receipt of the case triage accordingly.

3. The support team works on the case until resolution or until it is determined that help is needed from development. Phone support, video calls and screen share sessions may be scheduled by our team to better understand your question or issue. If the case is resolved within the Support team, the customer will be notified as soon as possible. Cases that require the Development Support team will be sent to that team and tracked in their system and in the issue tracking system.

4. We notify the customer once the issue is resolved.

NOTE: All enhancement requests are accepted and evaluated for future product releases. Learndot Support cannot provide a date that an enhancement/change request will be completed. We will bring this request to the product committee for review. The product committee plans all enhancements, features, and releases. Support cannot guarantee when or if an enhancement/change request will be approved or completed by development. If a request requires immediate attention, please indicate that and we will bring the request to a customer experience representative to determine if a professional service engagement or another program is appropriate for you.

Section 2
Support offerings

Types of support

Learndot provides its customers with three forms of support: platform support, technical support, and advisory support.

Platform support
Availability/Operation/Administration

Learndot provides system monitoring. Platform support is primarily provided by the support organization and operations team and addresses questions on:
- Service availability: "Can our users reach the application?"

Technical support
Processes/Business Requirements/Service Administration/Non-critical Issues

Technical Support is provided by the support organization and addresses questions on:
- Errors: "Why do I get this error message?"
- Issues: "Is this behavior expected?"
- Processes: "How do I load this data?"

● Service administration: "How do we configure the application for our users?"

Advisory support
Processes/Best Practices/Business requirements

Advisory support is provided by the customer experience organization and addresses questions on:
● Processes: "What processes can we use to meet this goal?
● Best Practices: "How do other learning organizations handle this challenge?"
● Business requirements: "How can we meet this business requirement with this capability?"
● Tune-ups: "Can Learndot make suggestions on better processes?"
● Enhancements or professional services requests

Tiers of support

1. **Essential support**
Included with every Learndot Enterprise subscription, it provides unlimited platform and technical support at no additional cost.

2. **Professional support**
An enhanced support tier that offers:

   ● An optional upgrade window that is APAC friendly.
   ● Enhanced uptime SLA
   ● Faster response times during operating hours
   ● 3 advisory support hours per month by the customer experience team
   ● Access to exclusive product roadmap webinars

3. **Elite support**
The top-tier support that includes all the benefits of Professional and Essential, plus:

   ● 3 extra advisory support hours per month
   ● 25 hours of professional services
   ● Dedicated Technical account manager (TAM) who will act as a single point of contact for technical issue escalations and will maintain a regular cadence of communication to ensure progress is made toward defined goals
   ● Early adopter access to new features
   ● One-on-one product feedback sessions with product management to help shape roadmap initiatives

Support tier matrix

	Essential	Professional	Elite
Platform support	✔ 24/7	✔ 24/7	✔ 24/7
Technical support	✔ Sun 12PM – Fri 2PM Pacific time	✔ Sun 12PM – Fri 2PM Pacific time	✔ Sun 12PM – Fri 2PM Pacific time
Advisory support	✘	Up to **3 hours** per month	Up to **6 hours** per month
Professional services hours	✘	✘	**25 hours** per year*
Uptime SLA measured quarterly	99.5%	99.9%	99.9%
Customer-requested downtime windows	✘	2 per quarter	2 per quarter
Upgrade window	Sunday 7:00PM – 11:00PM Pacific time	*Optional:* Friday 7:00PM – 11:00PM Pacific time	*Optional:* Friday 7:00PM – 11:00PM Pacific time
Dedicated technical account manager	✘	✘	✔

* With option to purchase additional blocks of 25 hours at a discounted rate. Professional Services hours are valid for one year from date of purchase. These hours are discretionary and can be used for any type of custom work or engagements.

Support assistance, authorized contacts and response targets

During the term of your Subscription and for as long as it remains in full force and effect, Learndot will provide support assistance to the customer for Learndot Hosting Services.

Only authorized contacts appointed by the main training program point of contact will be granted access to raise support tickets. This is done to ensure proper governance and contact points for both Learndot and the customer.

Learndot provides personnel to receive S1 notifications and directive to action them 24 hours per day, 7 days per week and 365 days per year.

The time to first response as outlined in the table below constitutes how long after a support ticket is received to when a support agent triages and assesses the case using designated severity levels and provides an initial non-automated response to the reporter. First response time is not equivalent to resolution time.

Severity	Description	Essential	Professional/Elite
Platform support 24/7			
S1 Urgent/ Blocker	Total failure of system* or system components, affecting multiple users. Unable to continue working.	60 minutes	30 minutes
S2 Critical	Failure or inhibited performance of a system component, affecting multiple users. Operation can continue in a restricted fashion.	4 hours	1 hour
Technical support (Sunday 12:00PM – Friday 2:00PM PT)			
S3 High	Minor loss of service. The impact is an inconvenience and work around is possible for the issue.	1 business day	4 hours
S4 Normal	General Support / Configuration / Enhancement Request and/or changes where fixes can be scheduled at an agreed time.	2 business days	1 business day

*The system referenced under S1/S2 severity is Learndot Enterprise and does not include any external system integrations as external system availability cannot be guaranteed. Cases that involve outside systems will be considered under S3/S4 severity.

Section 3
Worldwide support

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