

# Support Services Subscription Programs



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## Spok Go Support Services Subscription Programs

Spok Go Support Features	Basic	Signature
24/7/365 support for priority issues	●	●
Access to Spok support via phone and web portal	●	●
Access to the Spok Customer Portal	●	●
Escalation Process Management	●	●
Collaboration with other Spok customers	●	●
Invitation to the Spok Connect conference	●	●
Product Webinars	●	●
Monthly customer Connections e-newsletter	●	●
Quarterly support Snapshot e-Newsletter	●	●
Product Update Notifications	●	●
Spok Go Upgrades and Feature Enhancements	●	●
Spok Go Health Check and Adoption Assessment	●	●
Spok Go Test and Production Tenants	●	●
Root-cause analysis	●	●
Support Best Process and Practice Recommendation		●
Two complimentary Spok Connect conference passes		●
Annual Business Review		●
Complimentary accelerators (two per year)		●
Support Meetings and Activity Tracking		●
Priority Case Queuing		●
Executive Reporting		●
Designated Customer Success Manager		●
Spok Go Solution Optimization Assessment		●



## EXPLANATION OF SPOK GO SUPPORT SERVICES SUBSCRIPTION PROGRAMS

### **BASIC**

#### **24/7/365 Support for Priority Issues**

Report priority 1 and 2 issues to Spok around the clock using the customer support hotline: (800) 420-9705.

#### **Access to Spok Support via Phone or Web Portal**

Submit cases via the Spok Customer Portal at [spok.com/myspok](http://spok.com/myspok), or by phone. For priority 1 and 2 cases, please call Spok Support, even if you have opened a case online. Cases entered via the portal receive responses only during business hours.

#### **Access to the Spok Customer Portal**

Leverage this secure online community for support-related items and much more. In it you'll find access to detailed product information, videos, release notes, and articles. You can also enter and review updates to your support cases as well as read product and support policies. The Spok Customer Portal can be accessed 24/7/365 at [spok.com/myspok](http://spok.com/myspok).

#### **Escalation Process Management**

Rest assured knowing your support cases are prioritized and escalated in accordance with the Spok Service Level Expectations (SLE) document. Escalation managers are available 24/7/365 by calling (800) 420-9705.

#### **Collaborate with Other Spok Customers (Spok LinkedIn and Directions User Group)**

Network with fellow Spok solution users in the Spok Directions User Group. Spok Directions is a formal group of Spok customers brought together to influence product direction through the discussion of industry best practices and trends. Members also have access to private LinkedIn group for further networking. Through our Ideas System (found in Spok Customer Portal), you can enter and comment on suggestions for new product functionality and vote on what should be considered for inclusion in future releases.

#### **Invitation to the Spok Connect Conference**

Hear customer case studies, see live demonstrations of new products, and stay current on industry trends impacting your organization at the annual Spok Connect conference. This fun, educational event allows you to network with other Spok customers face to face and give feedback directly to company leaders.

#### **Product Webinars**

Take advantage of the wealth of information Spok provides for customers in the form of product and training webinars.

#### **Monthly Connections e-Newsletter**

Peruse Spok Connections, our monthly e-newsletter, for keen insight about upcoming product releases, important events, news about other customers, and technical tips. Sign up for this resource at [spok.com/opt-in](http://spok.com/opt-in).

#### **Quarterly support Snapshot e-Newsletter**

Keep up with the latest happenings in the Spok support organization via this quarterly communication. Get best practices, helpful knowledge articles, and bios of the support staff you rely on for cases.



### **Product Update Notifications**

Receive product update notification emails for details on exciting features, release notes, and product lifecycles.

### **Spok Go Upgrades and Feature Enhancements**

Access new Spok Go software releases free of charge as they become available. Please note that any third-party software/hardware, project management, consulting, training, or travel costs required to implement upgrades will be provided by the Spok Professional Services Group as a billable service. Spok Care Connect upgrades are also available, with implementation and deployment assistance provided by the Spok Professional Services Group.

### **Spok Go Health Check and Adoption Assessment**

Ensure your Spok Go solution is healthy and error free through an annual audit of your technology. Spok will also provide you with a report on the status of Spok Go solution adoption and utilization as well as recommendations for areas of improvement.

### **Spok Go Test and Production Tenants**

Try 'what if' scenarios, test new features, and evaluate the impact of process changes using the Spok-provided cloud test and production tenants. These give you the opportunity to assess impact and fully plan for changes before you push new Spok Go features, functions, and workflows live.

### **Root-cause analysis**

For customers requiring a formal root-cause analysis document, one may be requested for Priority 1 (critical) issues (See [Case Management Priority Matrix](#)). Root-cause analysis may take up to five business days to complete after the issue is resolved.



## **SIGNATURE**

This plan includes all the offerings in the Spok Go Basic Support Services, plus the following:

### **Support Best Process and Practice Recommendation**

Engage your Customer Success Manager at any point for recommendations on how to determine the most appropriate processes and practices based on an analysis of your reports and activity.

### **Two complimentary Spok Connect Conference passes**

Receive two complimentary passes to attend the annual Spok Connect conference. Please note that travel and accommodations are not included.

### **Annual Business Review**

Update your Spok team on what's happening with your business as well as your goals during an annual visit. These meetings are used to discuss the Spok product roadmap, review changing business needs, and determine how Spok can continue to help and leverage evolving business.

### **Complimentary accelerators (two per year)**

Maximize your Spok Go solution using accelerators, service options designed to "accelerate" your time to value. From adoption readiness to workflow design, accelerators are delivered virtually to minimize the cost and time spent out of the office for all involved.

With the Signature Support Program, you'll receive two complimentary accelerators each year, and you can purchase extra accelerators to fit your needs. All customers can purchase accelerators at any time.

### **Support Meetings and Activity Tracking**

Get a deeper understanding of your support cases and interactions in a monthly support activity report that your Customer Success Manager will review with you in depth.

### **Priority Case Queueing**

Leverage priority queuing for your support cases. This is determined based on the severity of cases reported.

### **Executive Reporting**

Discuss solution adoption, utilization, support metrics, and more during your virtual quarterly executive review meeting.

### **Designated Customer Success Manager**

Work with your assigned Customer Success Manager to help oversee all support and project work activities. This designated resource acts as a liaison and trusted advisor between your organization and Spok to ensure your Spok solution is fully utilized. This person also serves as a point of contact for support reports, monthly activity tracking, and facilitating case management.

### **Spok Go solution optimization assessment**

Get the big picture of how your Spok Go solution is running with the Spok-conducted annual review of your solution and workflows. The team will provide you with reports on users and workflow adoption, utilization statistics, and metrics. Spok will document recommendations around opportunities for improvement and identify additional workflows that could benefit your organization.