BLUECORE PLATFORM SUPPORT

PLATFORM SUPPORT

This section defines the scope of the Bluecore Platform Support provided to Customer during the SOW Term. Any Platform Support beyond what is provided below requires a mutually executed SOW Addendum.

Product Support Hours: 24x7x365 email support through support@bluecore.com

Product Support Scope:

- Bluecore's on-demand help center (help.bluecore.com)

- Provides guidance to existing non-customized resources (e.g., Bluecore Knowledge Base and Bluecore Explore)

- Troubleshoot ongoing issues with campaigns and Customer product catalog

Product Support Team ("**PS**"): The PS provides initial support to Customer and PS will assume ownership of support cases logged directly by Customer. PS will remain engaged with the Customer until a satisfactory resolution