



## **BLUECORE PLATFORM SUPPORT**

### PLATFORM SUPPORT

This section defines the scope of the Bluecore Platform Support provided to Customer during the Term. Any Platform Support beyond this scope requires a mutually executed written Addendum.

**Product Support Hours:** 24x7x365

#### **Product Support Scope:**

- Troubleshoot ongoing issues with campaigns and Customer product catalog
- Provide guidance on Customer-created campaigns

#### **Bluecore Customer Success Team Resources:**

Bluecore will assign the following resources to engage with Customer during the Term:

- **Client Success Manager (CSM):** The CSM will be responsible for the overall health of Customer's Bluecore account and the customer relationship. The CSM is the point of escalation for any issues for which Customer has not received a satisfactory resolution
- **Product Support Team (PS):** The PS team provides the second level of support to Customer and the CSM. PS will assume ownership of support cases logged directly by Customer or by the CSM on Customer's behalf and will remain engaged until satisfactory resolution