



## 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

#### **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 SOW Term:

- Client Success Manager (“**CSM**”): The CSM is responsible for the Customer's program performance with Bluecore and the overall customer experience. 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 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 with the CSM and with Customer until a satisfactory resolution