

Customer Success: Silver

Brochure

TUNGSTEN
AUTOMATION

Customer Success: Silver

Introduction

We're delighted that you've become a Tungsten Automation subscription customer, which includes access to our Tungsten Customer Success program. We're looking forward to working with you on your automation journey!

Before we get started on this journey together, there are a few things you need to know about the Tungsten Success Silver service that will help us to engage with each other smoothly and make sure you can get the best from your Tungsten experience.

Getting Started with Tungsten Customer Success

Tungsten Customer Success Silver is automatically provided as part of your subscription and includes:

Shared Community Customer Success Manager (CSM)

Access our team of CSMs to ask questions and get the help you need from Tungsten when you need it.

The CSM team works across a large number of other customers, and will periodically share new best practices and lessons learned from across the customer community – so you'll not only have the benefit of Tungsten expertise, but also an ever-evolving set of tips and tricks coming from other customers on a similar automation journey.

Tungsten 10x5 Technical Support

As part of your subscription, you'll also have access to our standard online technical support service via the Tungsten Customer Portal. Individual team members who have been certified on your Tungsten product(s) will be able to raise tickets to ask technical questions, get assistance with technical troubleshooting, and suggest enhancements to product features.



Tungsten Knowledgebase

You'll also have 24/7 access to the full repository of tips, tricks, advice and best practices that make up the Knowledgebase.

Training and Certification

Training is such a critical part of customer success that Tungsten provides this free of charge to all our subscription customers. Use these materials to skill up citizen developers and product experts within your team, as well as training specialists who can then train other team members as you create and evolve your custom training plans.

You'll still need to certify team members separately to validate their knowledge. You can find the list of available certification courses on our [website](#).

What we need from you

Once you've identified the key members of your team who will go through Tungsten product certification (outside the scope of this package), and they've successfully passed the certification exam, please provide a list of their names and contact details so that we can make sure they have access to the Customer Portal and Customer Community.

You can also reach out to the Customer Success team directly at customersuccess@TungstenAutomation.com

Reference Chart

Tungsten Customer Success Silver provides our customers with the following services to drive success:

- Access to our team of **Customer Success Managers** who will respond to questions and requests for personalized help to help you get exactly what you need from Tungsten when you need it
- Online **technical support** via the Customer Portal (10 hours per day, 5 days per week during local business hours)
- Access to our **Knowledgebase** where you can find articles written by Tungsten experts.
- Annual subscription to the **Tungsten Learning Cloud** to help your team build the key capabilities that your solution will require

	Silver	Gold	Platinum
Subscription customers			
CSM Support	Light touch Shared community CSM	Medium touch Named CSM	High touch Named CSM Accelerated SLAs
Customized Success Plan	—	✓	✓
Executive Business Reviews	—	✓ remote only	✓ remote, plus 1 on-site per year*
Technical Account Manager (TAM)	—	—	Named per product, scales with purchase
Technical support via Tungsten Customer Portal	10x5 online support	10x5 online support	24x7 online & phone support**
Regular review of Tungsten product roadmaps	—	—	✓
Tungsten Learning Cloud	✓	✓ Includes 10 certification exams	✓ Includes 15+ certification exams***

* Customer will be liable for cost of travel & expenses

** English only, limited to critical cases only outside of business hours

*** 15-100 certification exams included, depending on subscription size

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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