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## Customer Support

DemandTec aims to provide exceptional customer service to all customers. Support teams are available to assist with technical issues of varying degrees of severity. For customers requiring enhanced support, such as faster response, access to experts, regular health checks, and a named Technical Account Manager (TAM) to assist with cross-product technical issues, DemandTec Premium Support is an optional add-on to standard support. This fee-based program aims to provide personalized support engagement and additional support services.

This document is intended for users of DemandTec products who may need to engage support for technical assistance. The guidelines outlined in this document explain how to engage support and what to expect. For additional information regarding product-level details, please refer to the individual Product Service Description document.

## Severity Level Guidelines and Service Level Objectives

The following table outlines response time objectives that DemandTec strives\* to achieve, measured from the time DemandTec receives your initial request for support to the time DemandTec provides an initial communication back to you regarding your request.

Severity	Severity Definition	Response Time		
		Premium Objectives	Standard Objectives	Coverage
High	<p>Critical Business Impact/Service Down: Business critical functionality is inoperable or critical interface has failed. This usually applies to a production environment and indicates an inability to access services resulting in a critical impact on operations. This condition requires an immediate solution.</p> <p><b>Note:</b> DemandTec will work with customers 24 hours a day, seven days a week to resolve critical problems, provided you have a technical resource available to work during those hours. Customers must reasonably assist support with any problem diagnosis and resolution.</p>	Within 30 min	Within 1 hour	24x7
Med	<p>Significant business impact: A service, business feature, or function of the service is severely restricted in its use, or you are in jeopardy of missing business deadlines.</p>	Within 1 business hour	Within 2 business hours	Monday – Friday business hours
Low	<p>Minor business impact: The service or functionality is usable, and the issue does not represent a critical impact on operations.</p>	Within 2 business hours	Within 4 business hours	Monday – Friday business hours

\*Note: Response time objectives described in this document are intended to describe DemandTec’s goals only, and do not represent a guarantee of performance.

## Hours of Operation

DemandTec support is available to assist around the clock to meet the needs of customers worldwide. To enable 24x7 coverage DemandTec support centers are located in multiples countries across the globe including United States, Poland, and India. DemandTec will ensure support cases are managed seamlessly between support centers to provide a consistent experience to customers. Support is provided in English only.

DemandTec (Collaboration, Price Optimization)	
Times	Support Channels
<b>Business Hours (All Severity)</b> M-F: 8:00 am – 8:00 pm ET	Support Portal: Available Phone: Available Chat: Not available Email: Available
<b>After Hours (High Severity Only)</b> M-F: 8:01 pm – 7:59 am ET Sat: 12:00 am – 11:59 pm ET Sun: 12:00 am – 11:59 pm ET	Support Portal: Available Phone: Not available Chat: Not available Email: Not available

## Support Channels

Customers can engage support through multiple channels.

Self-Serve	Find answers to frequently asked questions on DemandTec’s Help Center: <a href="https://help.demandtec.com">https://help.demandtec.com</a>
Real-Time Alerts	Receive email or SMS alerts on upcoming system maintenance and receive real-time alerts on production issues. DemandTec: <a href="https://demandtec.statuspage.io/">https://demandtec.statuspage.io/</a>
Support Portal	Create new support cases or check on the progress of your existing cases on the DemandTec Support Portal at <a href="https://help.demandtec.com">https://help.demandtec.com</a> . A DemandTec ID is required.
Chat	Chat is currently not available for DemandTec products.
Email	Email support is available for DemandTec products only. You may also view the progress of the case via email in the DemandTec Support Portal. Collaboration: <a href="mailto:dtsupport@demandtec.com">dtsupport@demandtec.com</a> Price Optimization: (Pricing, Promotions, and Markdowns): <a href="mailto:dtppmsupport@demandtec.com">dtppmsupport@demandtec.com</a>

Phone	<p>Speak with a live agent. This feature is available during business hours.</p> <ul style="list-style-type: none"> <li>• United States: +1 (507) 428-7613</li> <li>• United Kingdom: +44 1344 964957</li> <li>•</li> </ul>
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## Premium Support

Customers have an option to purchase Premium Support as an add-on service to enhance the overall support experience and increase customer success. Ask your Account Director or Customer Success Manager for pricing and determine if this is the right fit for you.

### Premium Support for DemandTec

Provides ongoing enhanced support for customers on all DemandTec products (Collaboration, Pricing, Promotions, Markdown). A dedicated Technical Account Manager (TAM) will oversee the customer’s account to ensure problem resolution is expedited on support issues. Customer also receives priority support with enhanced response times to support requests, which also applies to 10 named vendor partners. Customers will also receive weekly support checks with the Technical Account Manager, proactive event readiness to minimize risk during key campaigns or holidays.

### Technical Account Manager

The Premium Support Technical Account Manager will work directly with you to better understand your account, its history, and challenges to tailor the support experience to your needs. For best results, DemandTec recommends the following:

- Be available to talk to your TAM regularly. The TAM will work to establish a personalized cadence with customers. This is to make sure DemandTec has a clear and up-to-date understanding of your business requirements, key deployment dates, and organizational changes to help prioritize problem resolution accordingly.
- Leverage the Slack channel. A dedicated Slack channel, monitored by DemandTec support experts, will be set up to ensure ongoing and timely communication with your team. Premium support customers are encouraged to invite appropriate personnel contacts to this Slack channel to ensure key members of the team can get timely assistance when needed.

While there is no guarantee of results, Premium Support customers will be presented with the best that DemandTec has to offer to minimize risk and maximize the value to accelerate their business.

## Escalation Process

You can escalate a support case if you are unsatisfied with the service, or if the original issue has escalated in severity. The escalation process can be used to request more attention and visibility to the problem, however, please be sure that enough time has been given to the support team to analyze and review all the details.

1. Go to DemandTec Support Portal: <https://help.demandtec.com>
2. Open the ticket that you need to escalate.
3. Click the “Escalate” button.
4. In the comment box below, provide details on the reason for your escalation and state what further assistance is required.
5. Once escalated, DemandTec support management will follow up to ensure appropriate next steps.

Premium support customers will also have access to designated contacts and Slack channels to expedite problem resolution.

## Customer Responsibilities

You play a key role in assisting us when you have questions or have encountered problems with your service offering. Information that you provide about your system and/or problem is often critical to resolving your issue. The following practices can help our customer support team to better understand your problem and more effectively respond to your concerns, as well as help you make the best use of your time:

- Submitting problems electronically using the DemandTec Support Portal.
- Keeping different issues (questions or problems) separate (one issue per support case).
- Selecting a Severity based on your judgment of the business impact. Explain the business impact to DemandTec support.
- Keeping support informed of major upgrades/implementations of your system (where applicable).
- Providing timely feedback on recommendations so the support team can close out the issue when it has been resolved. If the issue reoccurs, you may reopen the original support ticket, incident, or case by resubmitting it electronically.
- You will be required to provide the following information when contacting support:
  - o Your name, company name, email address, and telephone number with extension (if applicable)
  - o Diagnostic data as needed e.g., logs, system info, integrations, usage scenarios, etc.

## Availability Service Level Agreement (SLA) Considerations

In the event of a disruption of service to the DemandTec product, customers must submit a support case claim for failure to meet an availability SLA within 3 business days after the end of the contracted month. The Availability SLA may be found in your Product Service Description document.

Service Down does not include time related to a scheduled maintenance outage; causes beyond DemandTec's control; problems with your content or third-party content or technology, designs, or instructions; unsupported system configurations and platforms or other customer errors; or customer-caused security incident or customer security testing. For further details about SLAs (Service Level Agreements), please refer to the Services Agreement for your product.

## Satisfaction Surveys

Your feedback is important. DemandTec surveys its customers to obtain additional feedback on recent experiences with customer support. The survey focuses on the quality of support provided and overall experience. The survey results are reviewed by management. DemandTec reserves all rights, title, and interest in and to any feedback you provide to DemandTec, including suggestions, ideas, concepts, improvements, reports, and any other materials, whether written or oral.

## Partner Support

DemandTec works with various partners to deliver our products and services worldwide. In many cases, our partners provide support directly to end users of the product. It is important to check your purchase agreement to understand how support is being delivered to you. When support is being delivered through a partner, here is what you should expect:

### **Partner Responsibility:**

- Provide clear documentation to the end user on how to engage support, including service level objectives and escalation methods. This is typically part of the purchase agreement.
- Deliver support to end users when called upon. Typically, this includes assisting users with configurations, answering questions, notifying them of upcoming changes or maintenance, and addressing any problems that may arise from normal use of the product.
- When the partner cannot resolve the issue (e.g., code fix), it is the partner's responsibility to engage DemandTec support directly on behalf of the end client.

### **DemandTec Responsibility:**

- Ensure partner has access to all relevant information, including DemandTec Help Center, support portal, learning academy, communities, notifications, technical documentation, etc.
- As needed, work with partners to address any problems that may arise in accordance with the service level objectives as defined in this document.

### **Customer Responsibility:**

- Understand the terms of your support contract and ensure end users are enabled to the specified support channels.

## Useful links

<p><b>Help Center</b> <a href="https://help.demandtec.com">https://help.demandtec.com</a></p>	<p>Various technical articles and documentation across our product suite.</p>
<p><b>System Status</b> <a href="https://demandtec.statuspage.io/">https://demandtec.statuspage.io/</a></p>	<p>Check to see operational status of systems including past incidents. Subscribe to maintenance and system availability alerts.</p>