

Customer Success: Silver



Introduction

We're delighted that you've become a Kofax subscription customer, which includes access to our Kofax 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 Kofax Success Silver service that will help us to engage with each other smoothly and make sure you can get the best from your Kofax experience.

Getting Started with Kofax Customer Success

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

Shared Community Customer Success Manager (CSM)

Access our team of CSMs via the Kofax Community to ask questions and get the help you need from Kofax 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 Kofax expertise, but also an ever-evolving set of tips and tricks coming from other customers on a similar automation journey.

Kofax 10x5 Technical Support

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

Kofax Knowledgebase

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

Access to the Kofax Community

Every member of your team who has registered with Kofax Technical Support can join the Kofax Customer Community, which connects you with a network of experts in Kofax products, including fellow customers, partners and Kofax staff. It's a great place for you and your team to ask questions, gain insights and share knowledge, experiences and best practices.

Training and Certification

Training is such a critical part of customer success that Kofax 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 Kofax 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 Kofax Customer Portal and Customer Community.

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

 **Reference Chart**

Kofax 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 via the Kofax CSM Community, to help you get exactly what you need from Kofax when you need it
- Online **technical support** via the Kofax Customer Portal (10 hours per day, 5 days per week during local business hours)
- Access to our **Kofax Customer Community** where you can engage with Kofax experts, partners and other customer teams to learn and share best practices; includes access to the **Kofax Knowledgebase**
- Annual subscription to the **Kofax 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 Kofax Customer Portal	10x5 online support	10x5 online support	24x7 online & phone support**
24x7 access to Kofax Customer Community	✓	✓ Includes access to Gold content	✓ Includes access to Gold and Platinum content
Regular review of Kofax product roadmaps	–	–	✓
Kofax Learning Cloud	✓	✓	✓

* Customer will be liable for cost of travel & expenses

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

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