

Alvaria Premier Customer Support

Maintaining reliable systems is critical to your company's success. When your customer experience is impacted, so is your bottom line. You require the highest level of support and proactive care because your customers and the success of your business depend on it.

Alvaria solutions streamline your contact center support and maintenance processes, gain operational efficiency and reduce business risks, allowing you to focus more strategically on your customers and company goals. We deliver full support, knowledge, and expertise to ensure all Alvaria solutions are operating at peak levels, at all times.

Alvaria Customer Care is committed to your business success through delivering reliable support and enhanced system performance. **Premier Customer Support** provides the most elevated support experience Alvaria offers with exclusive benefits available only to Premier subscribers.

Alvaria Premier Customer Support includes:

1. Alvaria Standard support, plus
 - Priority ticket routing, enhanced response times, and accelerated resolution times
 - Direct access to Advanced Support teams for critical incident management, bypassing Tier 1 for expedited case resolution
2. Designated Technical Account Manager
 - Weekly technical reviews
 - Single point of contact within global Alvaria Customer Care
 - Change control assistance
 - Case/ticket management and proactive analysis
 - Intimate understanding of your technical environment allowing for operational insight and proactive planning
 - RCA coordination
 - Governance of SME sessions
 - Strategic trusted advisor and internal advocate
3. Quarterly Learning Sessions with Subject Matter Experts
 - Tailored to your product and business needs

About Alvaria

Alvaria is the world leader in enterprise-scale customer experience (CX) and workforce engagement management (WEM) solutions. Our name is derived from Latin for "hives" – nature's perfect form for millions of years – bringing you solutions that are scalable, resilient and secure, with efficiency, speed and pinpoint accuracy. ALVARIA™. Reshaping Customer Experience™.