



Verify Support Pledge

Thank you for relying on Verify for your integration needs.

At Verify, we are committed to your success using Verify to integrate your external systems, and using our platform for your business's data integration needs. This document will help guide you on how to effectively use our Product Support Services to receive the best and most timely resolutions to your technical support requests.

For new customers, following the two week training portion of the implementation process (i.e., the Go-Live Phase working with your integration specialist) and project closure, you will be officially transitioned to Verify Product Support services for all your technical requests and questions.

Two additional support resources are available, and we encourage all Verify customers to utilize them.

1. The first is our Help Center Knowledge Base (<https://support.verify.com/hc/en-us>) where we have Announcements, Best Practices and Training guides, and Solutions content for Customer Verify Administrators.
2. The second is the Verify Status page and we encourage all customers to subscribe to changes on our Verify Status page (<https://status.verify.com/>) so they are proactively informed and aware of upcoming maintenance efforts with the Verify platform

Business-related discussions, such as contract renewals, upgrades, scoping requests for additional work, consulting and changes, and all other general account conversations are handled by our Customer Success Management teams, so please reach out to them directly for questions regarding these topics.

Verify Product Technical Support is available to guide and assist Customer Verify Administrators with support issues covering how our product works and how to use our product. Our Support Engineers will do their best to help you resolve your issues through training and guidance using the support materials we have available. As noted above, support materials can be found in our Help Center, accessible by clicking the "Help Center" link located in the top-right corner in your Verify instance.

When submitting a support ticket request, we use a color-coding system to help classify incoming support requests so that our Support Engineers can properly triage. We ask our customers to apply the appropriate color code based on the descriptions below when submitting a ticket.

How do I file a Support Ticket?

Customer Verify Administrators can reach Support in one of two ways:

1. By going to the "Request Support" link in the Verify product (which will take you directly to [Verify.zendesk.com](https://verify.zendesk.com), our Help Center).
 - This is the preferred method, as it gives you guidance on the content we need to best move the ticket through the process. It also gives you access to our knowledge base within the Help Center.

2. By sending a direct email to support@Verify.com. Tickets generated via email will always receive a color-coding of “Blue”.
 - If your support issue should be categorized with an elevated color, please login to Verify.zendesk.com to add a comment for correct color using the web portal, or reply to the new ticket email specifying the intended color.

In either scenario, please provide a title, an explanation of the question or issue, and attach any appropriate documents or screenshots. Please code the ticket appropriately (see below for specific details) and provide as much information as you can in the explanation field, including any supporting materials and the Web URL address of your Workspace, Mapping, or Schedules as it can accelerate the investigation of your issue.

How are color-codes assigned?

All incoming support requests are coded by you, the ticket issuer, based on the definitions we have provided. Please be sure to classify accurately based on the rules provided. Our Support Engineers reserves the right to change the classification if they feel it was tagged incorrectly and could cause a delay in the process.

What happens if a defect (bug) is found?

If a support request is identified as a defect, it is submitted to our Development Team for resolution. If no workaround is available and the defect is causing a critical issue, then the ticket status will change to “On Hold” and the defect will be escalated to the highest priority to be fixed as soon as possible. If a workaround is available, the workaround will be provided.

What are your support response times?

Please note that response times are different than time to resolution. We promise to respond to all support requests during normal business hours (not including weekends and holidays) as quickly as possible. We have dedicated support staff that are constantly monitoring incoming support requests throughout the day, and they will determine if they should be reclassified.

	BASIC	STANDARD	PREMIUM	ENTERPRISE
Acknowledgement	1 hour	1 hour	1 hour	1 hour
Response	24-48 hours	24 hours	4-6 hours	2-4 hours
Resolution	5-7 days*	5-7 days*	3-5 days*	1-3 days*

- **Acknowledgement:** Verify Support team and Account Management team will acknowledge the support ticket and start working on fix (within business hours: Monday - Friday, 8:30a CST - 5:30p CST).
- **Response:** Verify Support and Account Management team will have a potential resolution based on information provided in the ticket, self-diagnosis and any conversations that happen between

the client and Verify that is relating to the support ticket filed (within business hours: Monday - Friday, 8:30a CST - 5:30p CST).

- **Resolution:** Verify Support team will work with the client to resolve the issue, and will involve internal engineering or development support as needed. If it is determined that third-party support is needed (i.e., CRM support or engineering team) for diagnosis or fix, additional time allowance must be granted for proposed resolution period. (Please see * below for additional resolution guidance.)
- **Follow-Up:** Verify Support team will provide at minimum weekly status checks of tickets that are on-hold.

* Most of our customers integrate two or more external systems. There can be many moving parts in the live production level integration. Integrations can be impacted by changes to the external systems and outside Verify's control, so please keep the following in mind as we seek to aid customers in swift support request resolution:

- Issues that are determined to be bugs or product defects that require work from our Development or Engineering Teams. Support will do their best to communicate a final resolution time frame as it's communicated back from our teams.
- Delays caused by communication between both parties.
- Delays related to external systems the customer is integrating with.
- Periods of peak ticket activity: release and upgrade periods, etc.

How are support requests prioritized?

All incoming support requests are prioritized in the following order:

1. Color-Code: RED, YELLOW, then BLUE.
2. Then License Level: ENTERPRISE, PREMIUM, STANDARD, BASIC
3. Then Date/Time the support request was received

What is Technical Support there to assist you with?

A good rule of thumb is that Support is available to help and assist you with solving problems or answering questions related to your existing integration.

Examples include:

- How to map a field
- How to reset your credentials
- How to use vTools to research a problem
- How to set up a schedule to automate your mappings
- How to troubleshoot an error

Product training and integration management can help maintain a healthy integration

- We strongly encourage all of our customers to adopt an internal Integration Committee concept in your organization. This is typically comprised of a system administrator for each external system being integrated, along with lead business users who are technical in nature and familiar with the business logic and goals for the integration. We recommend identifying one or more Verify Administrators who manage your integration and interface with Verify Product Support.
- At Verify, we use a Train-the-Trainer method to deliver product training. Due to the technical nature of integrations connecting multiple systems, as well as the need for customers to be very familiar with their data, our Product Support agents will work directly with your Verify Administrator to deliver product knowledge. Larger training engagements should be handled through our Customer Success team as a scheduled project.
- Know that integrations between external systems do change over time. The external systems' APIs will change, as will Verify. As such, your integration may need to be adjusted to accommodate these changes. We seek to partner with you to support these inevitable changes. Also know that all integrations need management over time and typically require adjustments to maintain integration goals. Changes of this nature can be handled by your Verify Administrators with guidance delivered through Product Support or the Help Center, or can be handled through our Customer Success Team as an integration change order process.
- We have found that maintaining a change log or audit log for your integration can be very supportive to a successful integration project. You may wish to set up a shared document covering goals for the integration, along with testing regimes and change projects.

Courtesy Services delivered by Product Support

While our preference is for all Verify customers to lean into our Verify Customer Success team and follow a formal change process including robust testing, change documentation, and training, we know that for some customers, they would still prefer our team in Verify Product Support to assist them as a courtesy.

When this occurs, our Support team may be able to accommodate your request directly, although this is subject to availability and support volume. This work is performed for you as a courtesy service. Courtesy work is performed entirely at our discretion, usually on a one-time basis, and typically has the following attributes:

- Limited documentation. There may be limited documentation around the configuration or change for your account file. This can impact the case history should a larger issue develop from the change.
- Limited scope. Often courtesy work is limited in scope and task length, typically under 30 minutes from start to finish.
- Limited Quality Assurance testing. There may be limited QA testing involved, or customer supplied testing.
- Production instance work. Often courtesy work will occur directly in customer's Production Verify instance, rather than a Sandbox workspace.

- Since courtesy work is performed on a best effort basis, it is often limited in understanding of our customers' larger workflows and processes. Typically there is limited or no advance exploration to more fully understand our customers' complete needs. When providing a courtesy in Product Support, sufficient time may not be provided for understanding your larger workflows, processes and goals. This may be acceptable risk for our customers but can lead to unexpected outcomes or consequences.
- **Verify Customers should understand that courtesy work performed by Verify Product Support carries a Best Effort Basis warranty for our work efforts.** Since a formal project is not occurring, and possible other shortcuts or quick-change steps may be utilized, the results should be considered AS-IS and limited to our best efforts to assist the customer.
- Courtesy work project assistance is typically without additional cost to the customer, and avoids any minimum charges required when engaging our Verify Client Success professional services team in a formal project engagement.

With these courtesy limitations, customers may still prefer this approach over a formal Customer Success change order engagement process , so this can be explored with your Product Support representative by opening a ticket on the topic and your goals.