

UNIT4

In Business for You

Success Catalog

Customer Support



Service Offerings

Success Product	Description
<u>Customer Support - Local Language Support (Public Sector only)</u>	Allows Public sector customers to access our specialist Local Language teams, enabling them to communication in a selected language.
<u>Customer Support - Digital Local Language Support</u>	Allows customers access to use our language translation function within the support tool (not C4U), enabling them to translate case communication to and from any of our core languages (English, French, Spanish, German, Dutch, Swedish, and Norwegian).
<u>Customer Support - P1 Application Support</u>	24 hours by 7 days a week support response for Priority 1 Support Cases
<u>Customer Support - Limit Access to Data – Case Handling - Europe</u>	If you have certain data handling or visibility requirements as a customer, you can specify which regions via this agreement can access your case data. E.g., Insurance or Banking customer who has requirements for their data to stay in the EU.
<u>Customer Support - Limit Access to Data – Case Handling - North America</u>	If you have certain data handling or visibility requirements as a customer, you can specify which regions via this agreement can access your case data. E.g., Insurance or Banking customer who has requirements for their data to stay in the EU.
<u>Customer Support - Limit Access to Data – Case Handling - Asia Pacific</u>	If you have certain data handling or visibility requirements as a customer, you can specify which regions via this agreement can access your case data. E.g., Insurance or Banking customer who has requirements for their data to stay in the EU.