

Customer Support



ClairMail achieves complete customer satisfaction by providing expert technical assistance and rapid problem resolution. We are committed to ensuring that our mobile banking and payments solution consistently performs at the highest level so that our clients' ROI targets are exceeded.

Customer Support Services

ClairMail offers two levels of customer support services for its mobile banking and payments solution:

	Standard Support	Extended Support
SUPPORT & MAINTENANCE		
Support Staffing: ClairMail support representatives will receive, track and respond to issues reported by client.	24x7	24x7
Software Support: Tier 3 support (e.g. application troubleshooting and issues with aggregators, carriers or wireless providers).	Tier 3	Tier 3
Hardware Support: Service, repair, and/or support for platform hardware issues diagnosed by ClairMail.	24x7	24x7
SMS Infrastructure Problem Resolution: Open and monitor support cases with aggregators in order to resolve SMS infrastructure issues.	✓	✓
Software Patches: Provided to client in the event of a reported software problem.	✓	✓
MONITORING		
Proactive Server Monitoring & Escalation: 24x7 monitoring of platform hardware and software environment.	-	✓
Proactive Web Client Monitoring & Escalation: 24x7 monitoring and problem resolution for mobile web service.	-	✓
Proactive SMS Monitoring & Escalation: 24x7 monitoring and problem resolution for two-way SMS service.	-	✓
ADOPTION SERVICES		
Dedicated Adoption Account Manager: Account manager assigned to help increase customer adoption and ensure client satisfaction.	-	✓
On-Site Account Visits: Account manager personally visits client for planning meetings and/or quarterly business reviews.	-	2 / Year
Adoption Plan Review: ClairMail works with client to develop annual adoption plans, including action items required to achieve goals.	2 / Year	4 / Year
Best Practice Webinars: Access to ClairMail-hosted webinars on topics related to mobile banking adoption best practices.	✓	✓
Best Practice Resource Content: Access to ClairMail's best practice materials (e.g. FAQ's, sample web pages, graphics, etc.).	✓	✓
TRAINING		
Web Conferencing: Training session for up to 5 people to address Tier 1 issues. Additional session for Tier 2 issues upon request.	✓	✓
Training Materials: Materials to support Training sessions, with customized or standard screens and displays.	Standard Content	Customized Content

Customer Support Channels

Clients may contact ClairMail's Customer Support team via the following channels:

Email

Open a support case to have a customer issue addressed by sending an email to:

- support@clairmail.com

Phone

For urgent issues that require immediate attention, call our toll-free hotline at:

- (866) 992-5247

Customer Support Portal

Log a new case or view the status of an existing case by visiting:

- www.clairmail.com/support

To use the Customer Support Portal, clients must first establish an account by contacting support@clairmail.com

Adoption Resource Center

To maximize customer adoption, ClairMail supplies clients with an online reference library of best practice materials (FAQ's, websites, product demos, banner advertisements, etc.).

To use the Adoption Resource Center, clients must first send an email to adoption@clairmail.com