

Conga offers a variety of support plans, as described below. Customer should select a support plan based on the desired availability, response time, solution complexity, and support engagement.

	Self-Service	Base	Summit	Pinnacle
Support Plan Pricing	Included in the price of subscription	As specified in the Order Form (\$1,200 support fee minimum)	As specified in the Order Form (\$3,000 support fee minimum)	As specified in the Order Form (\$50,000 support fee minimum; \$100,000 support fee minimum for Named Support Engineer.
Conga Online Self-Service Support (Unlimited Knowledge Users)	Product documentation & Conga video library Knowledge base & known issues Ask-a-question & customer forums			
Conga Support Admins* (Access to submit cases)	2	2	5	10
Conga Case Initial Response Target	Sev 1-4: 2 business days	Sev 1: 4 business hours Sev 2-4: 1 business day	Sev 1: 2 hours Sev 2: 3 business hours Sev 3-4: 6 business hours	Sev 1: 1 hour Sev 2: 2 business hours Sev 3-4: 4 business hours
Weekend Support	N/A	N/A	Severity 1 Case Support (available Customer admin required)	Severity 1 Case Support (available Customer admin required)
Support Resources	Pooled Technical Support	Pooled Technical Support	24/7 Pooled Technical Support	24/7 Pooled Technical Support Shared Named

				Support Engineer (Customer Business Hours)**
Support Scope	Break-Fix Out-of-Box Functionality			Break-Fix OOB and Customization Support Customization Support not to exceed: Conga API supported up to 300 lines per case. Conga callbacks supported up to 2000 lines per case
Escalation Path	N/A	Escalation button available: Sev 1: Immediately Sev 2-4: after 5 business days 1 escalation open at a time	Escalation button available: Sev 1: Immediately Sev 2-4: after 1 business day	Escalation button available: Sev 1: Immediately Sev 2-4: 1 business day after escalation button Level 1 – Director Escalation Level 2 - Escalation Manager Level 3 – VP Technical Support

*Additional Conga Support Admins may be purchased for an additional fee.

**Shared Named Support Engineer is reserved for Level 3 customers paying a minimum of \$100,000 support fees per year.

Definitions

Break-Fix: OOB product functionality that has been successfully deployed and is no longer working.

Chat Support: Communication channel that provides customers a flexible option to reach a live Technical Support engineers for case submission and assistance.

Conga Community: The community provides access to Conga documentation and resources.

Conga Online Self-Service Support: 24x7 Conga Community access to documentation and forums that help provide answers to your questions with the ability to submit cases (Conga Support Admins Only).

Conga Support Admin: Designated contacts that receive access to the Conga Install Center, can submit technical support cases, and can add/change community contacts on behalf of the organization.

Customization: Added functionality to a product that is not Out-of-Box Functionality.

Customization Support: Break/Fix support of managed packages and Customizations within designated guidelines, subject to the Customization Support Policy available for review upon request.

Initial Response Target: The time from case creation to case assignments and first response from engineer.

Named Support Engineer: An individual that is assigned to a specific customer who supports an average of four Pinnacle customers. The engineer supports the customer during their core business hours to handle and manage all cases for that customer. Outside of business hours, cases received are handled by Pooled premier. Engineers. Cases needing ongoing work will be handed off to the named engineer that will take ownership of the case and is responsible for case resolution.

Out-of-Box Functionality (OOB): Standard features generally available for the Subscription Services.

Pooled Technical Support: A group of agents that are assigned cases based on Support and Severity Level in the order the case is received.

Version Support

Conga will provide Break-Fix version updates for software versions released in the twelve (12) months (N-2) preceding the last major version made generally available by Conga.

Case Severity Definitions

Every support request is assigned a Severity Level by Conga, with critical production issues prioritized to minimize downtime. See the severity guide below for details:

Severity Level	Description
Level 1 - Critical	Critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.
Level 2 - Urgent	Major functionality is impacted, or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available. Also includes time-sensitive requests such as requests for feature activation or a data export.
Level 3 - High	System performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable.
Level 4 - Medium	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation, or configuration; bug affecting a small number of users.

Case Resolution

Technical Support will troubleshoot, and attempt to identify a root cause, and provide resolution. The time to resolve a case is defined as the time from creation to the time the engineer provides a resolution. For quick and timely resolution, our [Technical Support Case Handling Guidelines](#) outlines the case process and responsibilities.

Product Bug Handling

If a product bug is identified, our Product Engineering team will validate, test, and provide a fix in a future release. Customer must upgrade via the Install Center to receive and apply the fix. Conga recommends applying and testing the fix to a non-production environment prior to moving to production environment to minimize critical impact to users.

Contact Conga Support

Access technical support through the Conga Customer Community at: <https://community.conga.com/s/login/> via the technical support chat or contact Customer Success directly at: <https://community.conga.com/s/get-help-cs>.

Submit a support case at: <https://community.conga.com/s/allcaseslistview>, review open cases, and search our ever-growing library of knowledge articles at: <https://community.conga.com/s/knowledge-base> –all designed to help you quickly and accurately solve any technical issues.

All customers may register for general access to the Conga Customer Community here: <https://community.conga.com/s/registration>.