

acoustic

Premium Support

Enable greater business success with one-to-one named support across all Acoustic Marketing Cloud products.



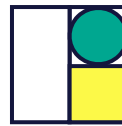
Easy access —

Save time by leveraging a single, named support resource for all issues



Quick response —

Issues are prioritized correctly the first time and are addressed promptly



Personalized —

Proactive readiness and challenges assessments drive more contextualized support



Cross product —

Streamline the entire support process and drive to resolutions more quickly

Key elements

Cross product support

Centralized support across all Acoustic products will speed discovery and resolution

Direct email support

Save time by knowing the right point of contact for any issue

Named resource

A personalized support experience will better fit your team's unique needs

Elite support services

Leverage proactive assessments to mitigate risk and maximize investments

Faster response times

Directly reach support and find resolutions quicker

Web-based support portal *

Drive and track support requests at any time from anywhere

Live agent chat support *

Engage with support via the channels that work best for you and your teams

Coverage when you need it *

Get support 24/7 for your most critical support issues

** Included in Standard Support*

**Acoustic
Marketing
Cloud**

**Campaign
Analytics
Personalization
Content**

**Experience Analytics
Digital Analytics
Journey Analytics
Exchange**

Visit us at [acoustic.com](https://www.acoustic.com) or call your Client Success Director to learn more.

