

UiPath Activate Success

Supercharge your automation journey by activating access to expert advice, ultra-fast response times, and priority support through every step of your automation transformation process.



Harness the power of innovation

Why UiPath Activate Success is key to unlocking your full automation potential

When mission-critical issues arise and require immediate attention, nothing else besides 24/7 support meets your expectations, which is why **UiPath Activate Success** provides you with the right team of support experts when you need them. Standard response times might not always be enough for your business or use case, so with **UiPath Activate Success** you'll get priority support when critical issues arise – even during the weekends.



Benefits of UiPath Activate Success

UiPath Activate Success includes valuable guidance and expertise for those starting – or well into – their automation journey. In addition to expedited SLAs and expanded 24/7 support, our global team of technical and program advisors can help your business grow and get you the most value out of your automation program.

Overview



Technical and program advisory

UiPath organizes group-based webinar sessions to share advisory and best practices with your CoE, business and technical teams. The sessions cover platform and operational disciplines and provide valuable insights and recommendations to help steer your automation program forward.



24/7 support & accelerated SLAs

All issues are routed with priority to a global team of our most senior support engineers, for the quickest possible resolution.



Mission-critical support

UiPath product experts will handle critical incidents and perform root cause analysis for high-impact issues.

What's included in UiPath Activate Success?



By choosing **UiPath Activate Success**, your organization can take advantage of a broader perspective on technical strategy, improving operational excellence, and optimizing ROI.

Technical and program advisory webinars			Elevated product support	
Program operations	Program strategy & value realization	Program discovery & democratization	Activities	
Customer onboarding	Platform governance & security advisory	Citizen development advisory	Incident support call center	Expanded incident support windows
	Automation program value definition	Automation pipeline advisory	Root cause analysis for urgent incidents	Accelerated incident support response SLAs
	Automation program design & structure advisory	What's new in the UiPath Platform		
		Platform best practices		

Why UiPath Activate Success is right for you

UiPath offers three different support tiers: Basic, **UiPath Activate Success**, and **UiPath Enterprise Success**.

While the Basic tier is included with every commercial subscription, **UiPath Activate Success** is an optional, paid add-on with advanced features, resources, and accelerated SLAs that will help you achieve greater success with your automation efforts. Our paid tiers are also available in multiple languages, allowing you to receive help in your preferred language*.

Priority Level	Details	Basic	Activate Success
Urgent	A major production error within the UiPath Platform that severely impacts platform usage for production purposes, such as the loss of production data or preventing most users from performing business-critical work.	2 hours 24x7	1 hour 24x7
High	An error within the UiPath Platform where the production system is functioning, but at a reduced capacity limiting productivity, preventing a large number of users from performing their tasks, or experiencing interruptions in service.	8 hours 24x5	4 hours 24x7
Medium	A medium-to-low-impact issue that involves partial and/or non-critical loss of functionality for production purposes. For example, a problem impacting a single robot, but allowing most customer operations to continue.		8 hours 24x7*
Low	Low impact error that involves non-critical loss of functionality in production, testing, training, or development scenarios.		2 business days*

*For additional details on SLAs, supported languages and support schedules, please reference the Support Terms and Conditions for all our Support Plans located at: <https://www.uipath.com/assets/downloads/support-terms>

As a UiPath customer, you also gain access to the **UiPath Customer Portal**, which grants you full visibility into your support tickets, licensing information, and secure document sharing options.

Get started with **UiPath Activate Success** today →



Contact us today to learn more about activating your automation success with UiPath, and how we can accelerate your business through every step of innovating with automation.

Need even more?

UiPath Enterprise Success provides even more options for large-scale automation initiatives with more specific requirements - [learn more here](#).

