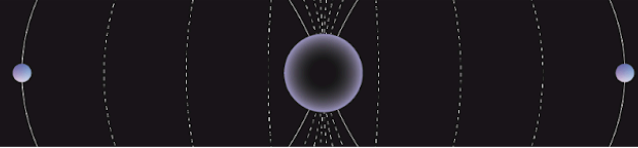


Launchable Integrated Success Plan Catalog

Version 1.4

Issued **Dec 17, 2024**





What are Success Points ?

- Success Points are a flexible way of consuming Proactive and Enhanced Support Services. Customers can manage and redeem Success Points through CloudBees’ Customer Success Management team (CSM). Success Points can be redeemed for support activities described in the Support Success Catalog found here: [“https://www.cloudbees.com/successpoints”](https://www.cloudbees.com/successpoints)

How to Redeem Success Points ?

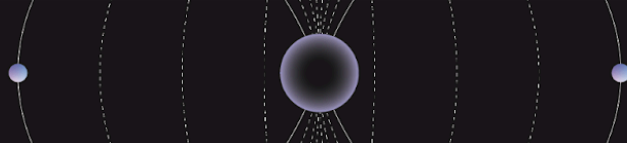
- Navigate to [“support.cloudbees.com”](https://support.cloudbees.com) and go to the support section ([Support>Submit a request](#)) to raise a request for redemption.
- Inside the Support section, look for the 'Redeem Points' option. This will be a form with a specific request type in our support portal. Select this option to begin the process of redeeming your points.
- Fill out the points redemption form with all required details. This typically includes your account information, the menu option you wish . Ensure that all information provided is accurate to avoid any delays.
- Before submitting, review all the information you have entered. Make sure that everything is correct to ensure your request is processed smoothly. After reviewing, submit your request.
- If you encounter any issues or have questions during the redemption process, do not hesitate to contact our CSM team.

For more information refer the terms and conditions

[\(https://docs.cloudbees.com/docs/cloudbees-common/latest/terms-and-conditions/\)](https://docs.cloudbees.com/docs/cloudbees-common/latest/terms-and-conditions/)

Overview of Launchable Success Points Offerings

General Consulting	Rollout Workshop	2
	Stabilization Workshop	2



Detailed Descriptions of Success Points Offerings

Rollout Workshop

Category: General Consulting

Description:

Setup an install session, or verify install after it is completed. If this project was used for the POC, we just need to verify that subsetting targets are correct for production usage. Otherwise, this phase can be skipped.

Launchable will collect both build and test data for ~4 weeks. We will provide updates on this, as the model could be ready earlier than this as well. Implement subsetting and verify data.

Format: Workshop

Duration: 3.5 hours

Cost: 2 Success Points

Stabilization Workshop

Category: General Consulting

Description:

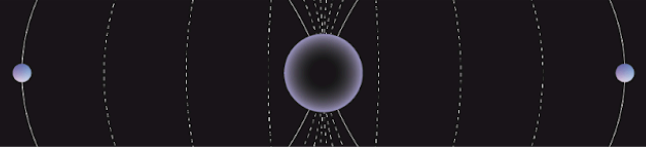
Launchable will continue to support the team, and make sure the integration is working as intended.

Launchable will maintain a weekly call for “office hours”, as rollout continues across other teams. Launchable weekly call will move to a monthly check-in call after all integrations are stabilized.

Format: Workshop

Duration: 3.5 hours

Cost: 2 Success Points



Contact Us



Support Email support@cloudbees.com

**Subscription
Questions** csm-help@cloudbees.com

Support Portal <https://support.cloudbees.com/hc/en-us>

Learn more at www.cloudbees.com/successpoints