Optimizely Priority Support

Receive quick response times to maintain testing velocity and mitigate risks for your entire global testing program

Augment the Optimizely X platform with Priority Support

Ensure your marketing and development teams get their technical issues promptly addressed. Priority Support will provide every member of your marketing and development teams with fast, local, and collaborative support. Let's make sure your teams maintain their agility, mitigate risk of disruption to the business and to end customers, and protect your investments in Optimizely. Our Support team has advanced knowledge of our product and APIs and can assist with anything from basic implementation, to best practices and FAQs, as well as advanced troubleshooting.

YOUR OPTIMIZELY PRIORITY SUPPORT TEAM

NPS 88

NPS is the Net Promoter Score which is an index ranging from-100 to 100 that measures the willingness of customers to recommend a company's products or services to others. The score shown here was last updated at the end of 2017.

Optimizely PLATFORM CERTIFIED

Our Support Engineers have proven advanced knowledge of the Optimizely X platform. You are guaranteed to speak with an Optimizely expert whenever help is needed.

Optimizely CERTIFIED DEVELOPER

As you start to advance towards more sophisticated tests, leveraging Optimizely APIs or more technical features, our Support team members are all well versed and Developer Certified to explain technical concepts succinctly and drive towards a solution.

Optimizely

WHY PRIORITY SUPPORT?

No time loss

Expedited SLAs and **phone support** give you immediate access to our world class Support team so you can focus on getting tests out the door and reaching value.

Mitigate risks

1-hour response time, 24x7, for **mission critical issues** give you a peace of mind that anything mission critical is taken care of right away.

Global support for entire team

Unlimited users can file a question to the **Support office closest to their location** to ensure timely conversations.

Feature	Standard	Priority
World Class Web Support	Included	Included
Phone Support (immediate help)		Included
Phone Scheduling		Included
24x7 critical issue support		Included
Expedited support response time (SLA)		Included
Number of Support Regions	Americas, APAC, or EMEA	Americas, APAC, and EMEA
Support Contacts (ticket creators)	3	Unlimited

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