

Priority Support



Protect your investment with a world-class support team

WHY PRIORITY SUPPORT?

Empower your marketing and development teams to focus on experimentation, driving engagement and ROI while we ensure your technical needs are answered with fast, local and collaborative support with minimal time loss to your project.



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 peace of mind that your important requests will be taken care of right away.



Global support for entire team

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

YOUR OPTIMIZEZY PRIORITY SUPPORT TEAM

5 Support Offices

24/7 Global Coverage

Customer Satisfaction
Average = 99%”



Optimizely Certified Team



OUR FEATURE MATRIX

Feature	Standard	Priority	Priority Support +
Web Support (8/5)	Included	Included	Included
Web Support (24/7)*		Included	Included
Phone Support		Included	Included
24/7 Critical Ticket Support (SLA 1 hr)		Included	Included
Support Regions	Choose 1: Americas, APAC, or EMEA	All Included: Americas, APAC, and EMEA	All Included: Americas, APAC, and EMEA
Phone Scheduling		Included	Included
Ticket Creators	3	Unlimited	Unlimited
Designated Sr. Support Agent			Included
QBR - Quarterly Ticket Analysis			Included

*For Severity 1 Issues

Priority Support has been a beneficial supplement to our testing and personalization program at IBM. Quick turnaround and detailed answers ensure our marketers worldwide always get the insight they need to implement and execute their ideas.

Suman Patnaik, A/B Testing and Personalization Lead, IBM



Our Priority Support Customers



Learn more at optimizely.com/customer-success

San Francisco, CA
(Headquarters)
Optimizely Inc.
631 Howard St, Suite 100
San Francisco, CA 94105
1-800-252-9480

New York, NY
Optimizely Inc.
162 5th Ave, 2nd Floor
New York, NY 10010

Netherlands
(EMEA HQ)
Optimizely B.V.
Nes 76
1012 KE Amsterdam

United Kingdom
Optimizely UK Ltd.
Barratt House, 3rd Floor
341-349 Oxford St
London, W1C 2JE
+44 (0)203 6956190

Germany
Optimizely GmbH
Spichernstrasse 6
50672 Cologne
+49 (0)221 828 297 24