



**E.piphany Support** provides customers with a global multichannel network of responsive support experts, best-of-breed technologies, and best practices expertise.

#### KEY FEATURES

##### **Multichannel Support**

Support is available through the Web, e-mail, phone, and discussion forums.

##### **Responsive**

Response to customer needs is provided without delay.

##### **Personalized**

Use of E.piphany technology ensures support that meets the needs of individual customers.

##### **Effective**

Business processes and best practices mean effective service.

##### **Global**

Service spans North America, Latin America, Europe, Middle East, Africa, and Asia-Pacific.

#### A Global Commitment

Dependable support services are a cornerstone of great, ongoing relationships between E.piphany and its customers and partners. For users of leading-edge technologies, like the E.piphany E.5™ System, support is a mission-critical service. For that reason, E.piphany Support has been designed to be flexible, personalized, and—above all—very responsive. The commitment to providing excellent support is evident in the strong relationships E.piphany has established with users around the world.

Customer support engineers, as well as a host of technologies and access channels, are the foundation of the E.piphany Support organization. E.piphany Support uses some of the company's world-class products, such as E.piphany Service Center and E.piphany Service Portal, as well as other best-of-breed systems, methods, and business practices. Feedback and evaluations help support personnel stay on top of new support needs, technical issues, and trends.

#### Multichannel Support Options

E.piphany Support is available 24 hours a day, seven days a week, through Web self-service, toll-free telephone numbers and e-mail, and discussion forums.

Web self-service support gives users access to the E.piphany Service Portal, where they can search a system's knowledge base, view up-to-date product FAQs that address common support topics, and review solutions profiles to get answers fast. Questions and issues can also be submitted via the Web site to trained customer support engineers for fast response.

The Service Portal is secure, flexible, and personalized. Compared to phone support, it offers a less expensive support channel

with an intuitive interface that lets users manage their own account profile, research and resolve issues, and track the status of past support queries.

Phone and e-mail support provides E.piphany customers with immediate access to customer support engineers, who can address specific technology and solutions challenges. E.piphany customer support engineers use our own E.piphany Service Center case management tool to ensure that cases are logged and responded to in a timely manner. The Service Center product provides a complete picture of each customer, from name and address through a history of past support issues. Customer records are updated and questions answered quickly and consistently, whether communications originate by phone, e-mail, fax, or on the Web.

Discussion forums on the Web enable E.piphany customers and partners to come together to discuss a variety of topics, including core E.piphany technology, complementary technologies, implementation, new releases, and integration issues.

#### Support Based on Best Practices

The E.piphany Support organization uses a multi-tier approach, where each case is assigned a priority level based on the impact of the issues involved on the customer's business. The case is then assigned to the appropriate resource. Cases may be escalated within E.piphany to involve multidisciplinary technical and CRM specialists for further research and assistance as appropriate.

#### The E.piphany Support Team

Customer support engineers are highly trained software industry professionals with strong interpersonal skills and extensive experience working with the E.piphany E.5 System and a variety of CRM applications. They have direct access to E.piphany's

engineering department so they can obtain quick resolution of complex technical issues.

Support engineers often serve as liaisons between users, developers, and sales and product marketing specialists, relaying information about modifications and enhancements. E.piphany depends upon this flow of communication to better understand customer needs and market dynamics and to make sure future product releases are responsive to real-world issues. Fine-tuning service delivery is also a top priority, leading to innovative new communication options like text chat and discussion forums.

## E.piphany Download Center

The E.piphany Download Center is an online software delivery, update, and management service, providing customers and partners who have current maintenance agreements with easy access to the latest versions of E.piphany software. Customers and partners can also manage the entire software update process from the Download Center. E.piphany Download Center features include:

- E-mail notification and online access to E.piphany.com software updates
- Around-the-clock access to a secure download site with four secure file transfer options
- Administration features that allow customers or partners to customize and self-administer their company's personalized Download Center site
- A log of all download activity by user, date, and product

## Global Support Coverage

E.piphany Support is available globally, in all time zones, to E.piphany customers and partners. The E.piphany Support organization has its headquarters in San Mateo, California, and a second U.S. support center is located in Boston, Massachusetts. (The U.S. operation serves Latin America, as well.) Additional support offices are located in the United Kingdom (serving Europe, the Middle East, and Africa), and in Australia (serving Australia and New Zealand).

## Support Contact Information

E.piphany support is available internationally through a number of channels:

### Online Self-Service Support

Available 24 hours a day, seven days a week at <http://www.epiphany.com/support/>.

### Phone and E-Mail Support

Monday through Friday (excluding holidays), 6:00 a.m.–6:00 p.m. PST (Pacific Standard Time). Call (877) 628-2631 or (650) 554-6500, or send a fax to (650) 554-6406.

- **E-mail Support**—[support@epiphany.com](mailto:support@epiphany.com).
- **Analytic Platform**—[supportAP@epiphany.com](mailto:supportAP@epiphany.com)
- **Interactive Platform**—[supportIP@epiphany.com](mailto:supportIP@epiphany.com)
- **Personalization Platform**—[supportPP@epiphany.com](mailto:supportPP@epiphany.com)

### Emergency After Hours Support

For production system down emergency assistance, call (877) 628-2631 or (650) 554-6500, option 2.

**“E.piphany customer support has been very professional, very skillful, and very easy to work with.”**

**Database Marketing Department,  
California State Automobile  
Association (CSAA)**



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