



Coaching

Support Workflow

Support is as easy as 1, 2, 3... 4

User has question/issue

Level 1
Customer Admin

Level 2
Reseller

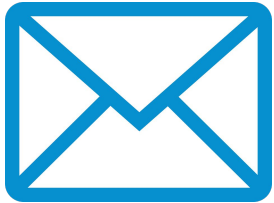
Issue Resolved

End users submit all requests to Level 1 support

Questions and how to's are handled by customer's designated support contact

Customer admin contacts Reseller for technical issues

Troubleshoot, Triage, Resolve...and Communicate!





Contact Support

Users access **Contact Support** link in Help Center which directs them to your company's first level support staff.

Help Center

Search in this Section

- + Strategic Coaching Grid
- + Gauges
- + To-Do List
- + Feedback
- + Dashboard FAQ

Contact Support



Contact Support - Admin

Customer Admins access **Contact Support** link from the Help Center* which directs them to Reseller contact info.

***Admins must be on the Admin Panel to access Reseller Contact Info.**

