



KOGNITIV SPARK

Customer Success Services

When you contact Kognitiv Spark's Customer Success team, you get a response from a friendly product expert. Kognitiv Spark customers can expect a response promptly during business hours and a resolution to the problem quickly and efficiently.

Support Hours

8am – 4pm Atlantic
Monday – Friday (except holidays)

Knowledge Base

Kognitiv Spark's comprehensive Knowledge Base is available 24/7 at help.kognitivspark.com

Contact Support

Support tickets can be submitted at help.kognitivspark.com at which point they will be triaged and assigned to a member of the Customer Success team for a quick resolution.

Support	Description
Cost	Included with software licence
Support Term	Duration of licenced period
Customer Success Manager	Included
Cases Per Year Per Customer	Unlimited
Implementation Support	Included
Hours of Support	8am - 4pm Atlantic Monday - Friday (except holidays)
Support Contact Email	customercare@kognitivspark.com
Support Website	help.kognitivspark.com
Response Time	<2 hours during business hours
Service Level Objective	99% uptime
Software Updates and Patches	Unlimited
Cases Per Year Per Customer	On an as-needed basis
Microsoft HoloLens 2 Support	Provided by Microsoft
Procedures for Resolution of Problems	Support tickets are triaged and assigned to the support team based on urgency and time of submission. They are escalated should the need arise.