



Support and Training Services



IF EMAIL IS YOUR NOT CORE CAPABILITY AND YOU COULD BENEFIT FROM SOME **PROFESSIONAL EXPERTISE**, OUR SUPPORT AND TRAINING SERVICES CAN HELP.

SUPPORT SERVICES

We are committed to providing timely and knowledgeable support, so our Customer Success Team adopts a follow-the-sun approach, employing team members in different time zones, to increase responsiveness and reduce delays.

“Email is one of our key services and we have significant business clients, so I don't have to emphasise how important it is for our email service to run smoothly. atmail has provided the high-level support and documentation we need and complied with our suggestions and feature requirements quickly and smoothly.”

Mladen Knezevic,
System Engineer,
ISP Department, M:Tel

SUPPORT LEVELS

Platinum Support – Perfect for telcos, ISPs and hosting providers who cannot afford downtime on their customer email platforms. This secures 24/7/365 support from our highly experienced email experts, improved SLAs, priority 1 and 2 remote access diagnosis (for on-premises customers), phone support for critical issues, a named support manager, a quarterly service review, an annual review meeting, and more.

Essential Support – Designed for customers with non-critical email systems, who are happy to wait for responses during Australian business hours (8am – 6pm AEST). Included in all new cloud subscriptions.

Self-Help Documentation – Created for in-house email experts who know exactly what they are doing and never need to contact our service desk.

SUPPORT FEATURES	PLATINUM SUPPORT	ESSENTIAL SUPPORT	SELF-HELP
Help Centre Library	✓	✓	✓
Administrative help (e.g. licences and billing)	✓	✓	✓
Portal access (for account information, licensing, support access, and [if on-premises] product downloads)	✓	✓	✓
Australian business hours support (8am – 6pm AEST)	✓	✓	✗
24x7 support	✓	✗	✗
Tracked support requests	✓	✓	✗
Support for product branding	✓	✓	✗
Application and product support	✓	✓	✗
Priority 1 incident response time	30 minutes (24x7x365)	2 business hours	✗
Priority 1 remote access diagnosis (on-premises)	✓	✗	✗
Phone support for critical issues (including outages)	✓	✗	✗
Priority 2 response time	2 business hours	1 business day	✗
Priority 2 remote access diagnosis (on-premises)	✓	✗	✗
Priority 3 and 4 response time	1 business day	2 business days	✗
Security risk notification	✓	✓	✗
Security risk mitigation (pre-rectification)	✓	✓	✗
Named support manager	✓	✗	✗
Quarterly service review (of support tickets, response times, and [if cloud hosted] uptime)	✓	✗	✗
Annual review meeting (for licensing and roadmap)	✓	✗	✗

TRAINING SERVICES

For in-house teams who need to get up to speed quickly, atmail can provide dedicated training for email administrators and service desk teams. The ideal class size is six to eight participants and course documentation will be provided.

Our courses are delivered online via live video conferencing but can also be delivered in person (and/or with a translator) upon request. Courses can be customised as required, with typical course content including:

For Service Desk Teams (Level 1)

- Webmail review and questions
- Webadmin overview
- Class of service
- Common support tickets (e.g. password resets, forwards, quotas)
- Migration process (if applicable)
- Support escalation process
- Documentation
- Q&A

For Email Administrators (Level 2)

All of the above, plus:

- Platform overview
- Mail routing
- Advertising
- Theming and branding
- Settings and toggles
- Specific requirements

SERVICE DESK TEAMS

Our training course for service desk teams is designed for customer-facing team members who have a familiarity of email principles, webmail and third-party clients.

Our objective is to enhance your team's knowledge of Webmail and user management (accounts and settings) in the Webadmin, so that they can respond more quickly to customer support enquiries.

EMAIL ADMINISTRATORS

Our training course for email administrators is directed at technical admins who have a sound understanding of email platforms, protocols and administration, as well as either on-premises email architecture or cloud-based email platforms.

Our objective is to empower your team's ability to manage your email system via the Webadmin interface and/or the API. For cloud admins, the goal is to completely manage the cloud account.



ABOUT ATMAIL

With 20 years of email solutions experience, we are trusted by some of the world's most well-known telcos to deliver stable, secure and scalable customer email platforms, that help fight churn and grow revenue. Powering more than 170 million white label mailboxes in more than 90 countries, we offer modern and monetisable platforms, with 99.99% uptime and an impressive 99% customer satisfaction rating.

 AU: +61 7 5357 6604 UK: +44 203 858 7074 IN: +91 9999 068 680

 US: +1 980 214 8054 SG: +65 9795 9787 NL: +31 615 616 435 AE: +971 55 450 4794

 atmail.com