



Customer Success and Support

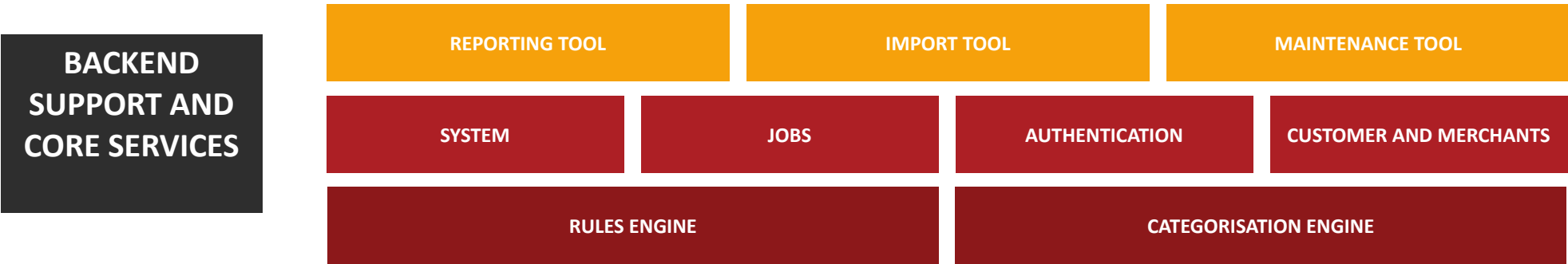
Support & Account Management



SMART CORE: BACKEND AND SUPPORT

CrescoData’s Backend Support and Core Services are included as part of the monthly subscription fee to ensure that your core needs are met seamlessly. All services are covered by our Basic Support Package. All Tier 1 customers are assigned an Account Manager

- **SUPPORT:** Fully ticketed helpdesk support system, real-time data transparency available via The CrescoData Management Portal + email alerts
- **MAINTENANCE:** Stay connected with API updates across over 70 connected channels with access to an ongoing roadmap. Update business rules or mapping changes instantly
- **ALERTS + MONITORING :** Configurable real-time notifications and alerts to spot any API delays or failures. Consolidated product and order level failures for easy call to action
- **REPORTING:** Zero time lag to reflect all your sales, channels, products and merchant data and to investigate issues. Access controls. Easy export to preferred BI suite including Google Data Suite, Tableau and Qlikview
- **TESTING:** Avoid platform downtime with Continuous Integration Deployment which automatically tests 100's of test cases for every code commit in both the staging and production environment



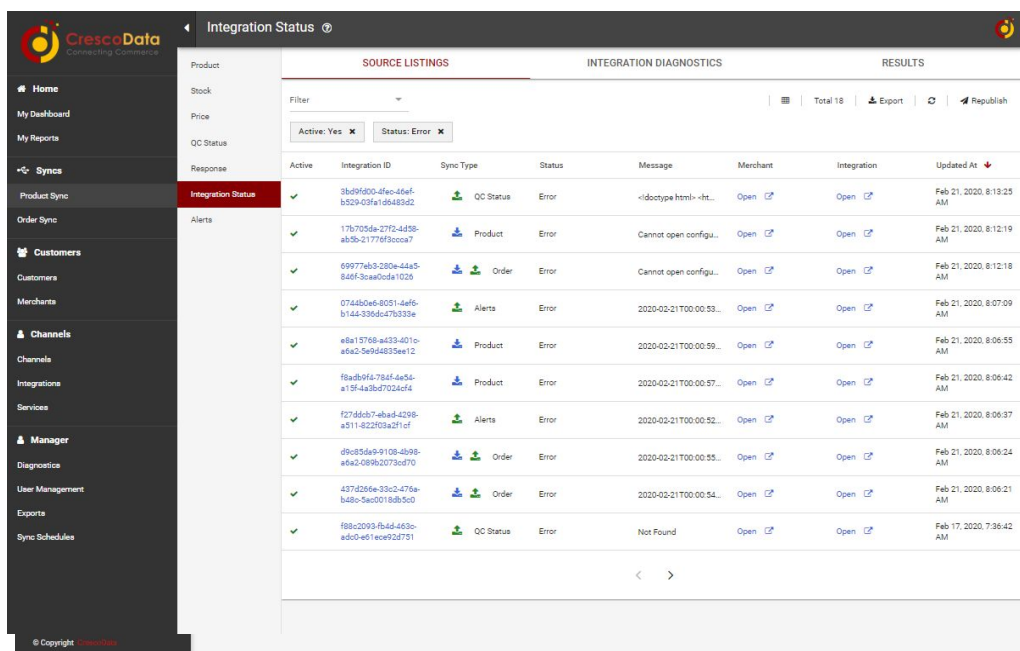


Customer Success + Service Tools + Policies

	Purpose
Support Policy	- SLA's and response times
Management Portal Access	- View overall account details - Service + Merchant status - Troubleshooting
Email Alerts	- Troubleshooting
Support Portal Access	- Log Support Issues , request for mapping changes + new channels
Platform Outages	- support@crescodata.com
FAQ's	- General questions + videos
Status Page	- Platform uptime
Monday.com	- Project Planning and UAT
Slack.com	- General account questions - On-boarding
eDMs	- Platform updates, Product, Service + New integration updates
Retrospective	- 2 way session to review On-boarding process
Quarterly reviews	- Strategic check-ins to understand your roadmap - Communicate product and service updates

Self-serve + full data transparency via The CrescoData Management Portal

The CrescoData Management Portal is your Virtual Data Console for channel API and data transparency. View real-time data mappings, mapping history, channel responses, reports and alerts on a consolidated dashboard.

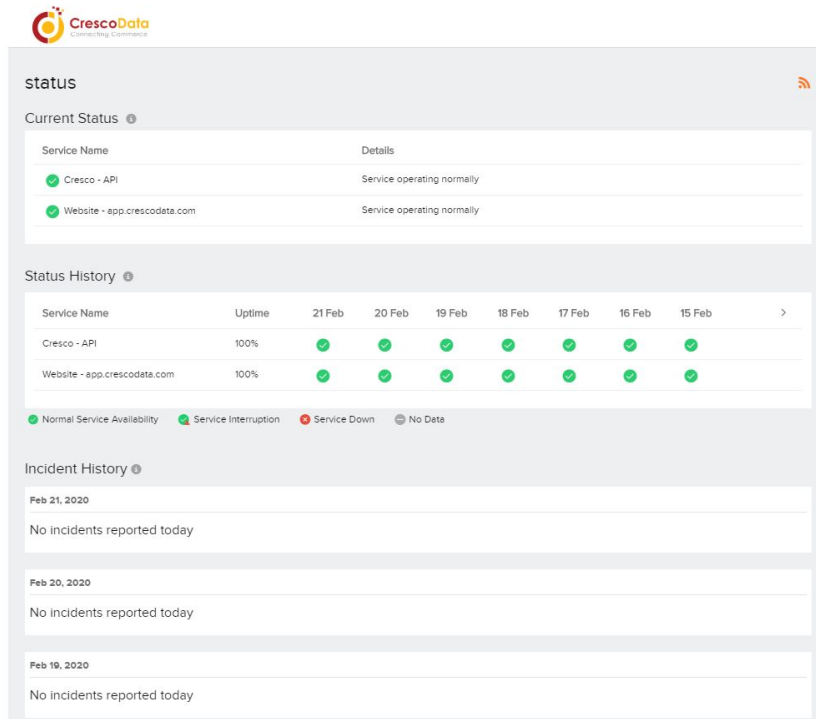


Product	Stock	Price	QC Status	Response	Active	Integration ID	Sync Type	Status	Message	Merchant	Integration	Updated At
					Active: Yes	3bd9f600-460-46ef-b529-03fa1d6483d2	QC Status	Error	<doctype html> <ht...	Open	Open	Feb 21, 2020, 8:13:25 AM
					Status: Error	17b705de-27f2-4d58-ab5b-2177f6f3ccca7	Product	Error	Cannot open configu...	Open	Open	Feb 21, 2020, 8:12:19 AM
						699776b5-280e-44a5-840f-3ca00da1029	Order	Error	Cannot open configu...	Open	Open	Feb 21, 2020, 8:12:18 AM
						074480e6-8051-4ef6-b744-33b6d47b333e	Alerts	Error	2020-02-21T00:00:53...	Open	Open	Feb 21, 2020, 8:07:09 AM
						e8a15768-a633-401c-a5a2-5e9d4835ee12	Product	Error	2020-02-21T00:00:59...	Open	Open	Feb 21, 2020, 8:06:55 AM
						f9a2b9f3-784f-4a56-a15f-4a3bd702ac44	Product	Error	2020-02-21T00:00:57...	Open	Open	Feb 21, 2020, 8:06:42 AM
						f274de87-4ba4-4298-a311-822303a2f1cf	Alerts	Error	2020-02-21T00:00:52...	Open	Open	Feb 21, 2020, 8:06:37 AM
						d9c85da9-9108-4b98-a5a2-089b2073cd70	Order	Error	2020-02-21T00:00:55...	Open	Open	Feb 21, 2020, 8:06:24 AM
						427d256e-33c2-476a-b48b-5ac0018db5c0	Order	Error	2020-02-21T00:00:54...	Open	Open	Feb 21, 2020, 8:06:21 AM
						f88c2093-fb4d-463b-a80b-e01ee9237f51	QC Status	Error	Not Found	Open	Open	Feb 17, 2020, 7:36:42 AM

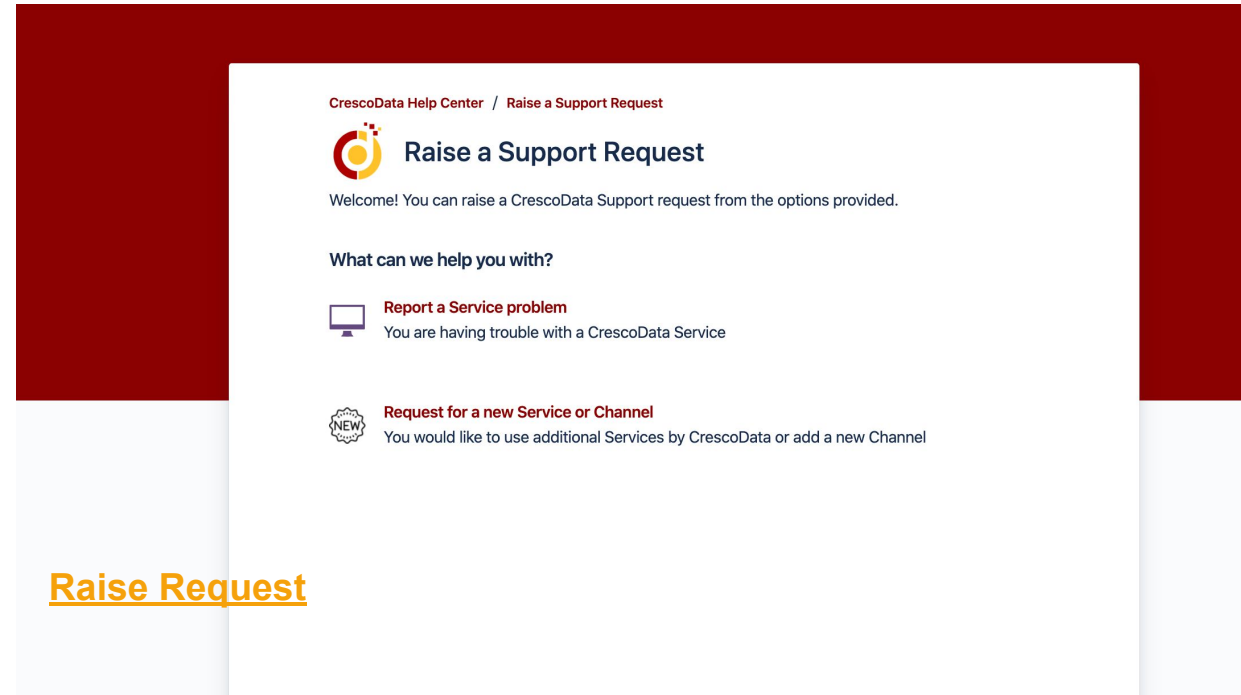
Key Features:

- **Aggregated Reports:** Aggregated view of merchants, channels and syncs, view aggregated reports on SKU's and GMV. Ability to filter data by date range
- **View real-time data:** Received from Source, Channel Responses, Latest Sync's and even down to SKU or Order level
- **Troubleshoot data issues:** View current and historical data mappings down to SKU or order level and channel responses to allow you to self-serve data issues
- **Export function:** Export feature enabling export of product and order data as well as error and channel feedback
- **Change Mappings:** Use the CrescoData mapping screens to change or override product mappings by channels
- **Multi-access levels:** Control user access to data within your company
- **Account information:** Access service set up, account and billing information

Guaranteed: 99.95% uptime, Ticketing + Fully tracked Support Portal



Status Page



Raise Request

Mandatory information:

- Urgency
- Summary
- Description
- **Management Portal URL**
- Affected integration
- More information will help us minimise back-and-forth

FAQ's

Help Center (New)



CrescoData Help Center

Search this website

Popular FAQs



General Information



On-Boarding



Billing & Contracts



Integrations



- [Help Centre](#)
- [Training videos](#)

Support & Troubleshooting

Support Training and Service Handover

Ongoing maintenance and access to Roadmap

What happens if there is a change in the Publishing Destination API or data structure?

Channel Listing Time

Troubleshooting & Customer Support Issues

Billing

Videos



Email alerts

Email alerts can be setup upon request either to summaries all merchants or a specific merchants activity in the last 24 hours as a CSV attachment.

Daily alerts can be sent to one or many email addresses of your choosing.

- [Explanation of csv file](#)
- [Alert explanation: Order integration](#)
- [Alert explanation: Product integration](#)
- [Troubleshooting: Management Portal Access](#)
- [Raise a support issue](#)

The Alert feed can also be shared via API or CSV

Contact

sales@crescodata.com

www.crescodata.com

Thank You

