

Clever Premium Support

Every Clever school district gets free, world-class support as soon as they sign up. We also offer dedicated, 24/7, emergency support for schools that need specialized services. No matter which support option you choose, we're committed to providing high-quality support to every customer.

Clever Support

Free

The Clever Support you know and love!

Features:

- ✓ Business hours: Mon - Fri, 7am - 8pm ET
- ✓ Phone Support
- ✓ Web Support
Create support request via web form
- ✓ Access to support.clever.com / Knowledge Articles
- ✓ Clever Academy courses
- ✓ Webinars

Clever Premium Support

\$4000 per year

Up to 30 schools. \$100 per additional school / year. District-wide license required.

Features:

- ✓ All **Clever Support** features
- ✓ 24/7 Emergency support
Outages and security issues
- ✓ 3 business hour first reply response time for Clever Admins
- ✓ Dedicated support team
- ✓ Email Support for Clever Admins
Create support request via email
- ✓ Priority phone support access for Clever Admins
- ✓ Manage all support cases related to district in Help Center
Up to 5 team members

How Premium Support Works

All Clever schools have access to phone and web support Monday – Friday from 7am-8pm ET, 24/7 access to our help center, and on-demand access to Clever Academy. With Premium Support, schools continue to get all of those benefits with additional speed and convenience.

1

24/7 emergency support

We've got you covered with 24/7 emergency support for critical issues (such as outages or security issues).

2

Dedicated case management

Work with a dedicated team that knows your district in and out. You get one team to work on all of your cases and solve issues in a snap.

3

Fast access

Our team will respond to your first inquiry within 3 business hours. You'll also skip the line and receive priority email and phone support. Monitor your progress in a case management portal included for extra convenience.