

Advanced

BlueJeans Global Customer Care

BlueJeans is easy to deploy, but there are some key best practices and steps to follow to achieve fast results and long-term success. The Advanced plan is designed to guide you through a swift and successful deployment, enabling your organization to hit the ground running from day one with a premium service and support team. The BlueJeans Quick Start program includes one-on-one consultations and personalized setup and configuration guidance for expedited development.

What You Can Expect

24/7 Email & Phone Support: Expert answers from our skilled technical support team around the clock, 365 days a year.

1-Hour Response Time: A priority queue managed by our most experienced support representatives with a 1-hour response time.

Meeting and Events Assist: Expert assistance from a BlueJeans certified support representative to ensure your important meetings happen without a hitch.

Onboarding Guidance: Ongoing guidance on how to accelerate deployment and change management strategies to develop a strong foundation for adoption.

Learning & Enablement Plan: Knowledge resources, coaching, tools and inspiration to help ensure users are successful with using the BlueJeans platform.

Customer Success: Personalized best practices and strategies to increase adoption and derive the most value from BlueJeans.

INCLUDED FEATURES:

- Self-Guided Resources
- Access to BlueJeans Community
- Technical Support via Email + Phone + Chat
- Support Hours: 24/7/365
- Response Time: 1 hour
- Dedicated Service Line

Your BlueJeans Team

ACCOUNT AND SUCCESS MANAGEMENT



Account Manager



Customer Success Manager

ONBOARDING



Onboarding Specialist