

Basic Plus

BlueJeans Global Customer Care

A successful BlueJeans rollout starts with having the resources and support to properly set up BlueJeans in your environment. With the Basic Plus plan, you get access to self-guided resources and opportunities to learn from the BlueJeans community. It also comes equipped with the BlueJeans Quick Start program which includes one-on-one consultations and setup and configuration guidance — all in one convenient package.

What You Can Expect

Self-Guided Resources: A full set of online resources including deployment guides, user training resources, quick tips, adoption promoting materials and more. Resources are available to all customers and designed with your success in mind.

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.

BlueJeans Community: A passionate community of BlueJeans customers and experts. Ask and answer questions. Find and follow interesting people, or join groups for extended discussions.

INCLUDED FEATURES:

- Technical Support via Email + Phone
- Support Hours: Business hours
- Response Time: 12 hours

Your BlueJeans Team

ACCOUNT AND SUCCESS MANAGEMENT



Account Manager



Customer Success Manager

ONBOARDING



Onboarding Specialist