

BlueJeans Global Customer Care

Experts and resources to help you grow, manage, and optimize your investment in BlueJeans

BlueJeans is dedicated to ensuring that your video experience is a success. We want you to be fully engaged with our offerings so that you realize the full potential of your investment, which in turn allows you to be more successful. With that in mind, we have created a Customer Care Framework to effectively support you at every stage of your journey.

Why Global Customer Care

The Customer Care Framework is built around our purpose of helping you successfully deliver great video meetings within your enterprise. We have aligned our teams, processes, services, and tools globally to help you reach your goals and ensure you have a seamless customer experience.

Who We Are

We are committed to having the right people with the right skills assisting you at the right time. The BlueJeans team coordinates the resources you need by working cross-functionally across the organization. You can rest assured that you will be fully supported throughout your journey.

What We Do

We have created internal programs that support every aspect of your BlueJeans experience, addressing everything from onboarding, to our escalations process and how we resolve issues, to paving the path so that you are empowered to meet your business objectives.



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BlueJeans Global Customer Care Service Levels

BASIC

(Me and My Team customers only)

The Basic plan includes the resources you need at your fingertips to get started right away — including Technical Support via email with a 24 hour response time, unlimited access to online resources accessible through the Getting Started portal, Knowledge Base, User and Admin Guides, Video Tutorials, Live Training, and more. Additionally, BlueJeans user communities give you the opportunity to connect with your BlueJeans peers and experts to share best practices, adoption strategies, and more.

BASIC PLUS

In addition to all the Basic plan offerings, the Basic Plus plan extends Technical Support to phone in addition to email with a 12 hour response time. Basic Plus comes equipped with the Quick Start launch package led by an Onboarding Specialist to guide you through setup and configuration to ensure quick results and long-term success. Once your launch is complete, a Customer Success Manager will partner with you to provide personalized guidance in developing strategies for successful adoption.

ADVANCED

The Advanced plan includes all the Basic Plus tools and resources in addition to other features to help you achieve your business goals faster. With the Advanced plan, you can enable your organization to hit the ground running from day one with a premium service and support team. You will have access to a dedicated service line with 1 hour response time where your cases are routed to a priority queue and managed by our most experienced support representatives. Additionally, in an effort to ensure your important video meetings happen without a hitch, this plan includes Meeting Assist, which provides live meeting moderation and support from a certified BlueJeans representative.

ADVANCED PREMIER

Maximize your investment in video meetings with a customized deployment. The BlueJeans Advanced Premier plan starts with an onboarding plan tailored to your business objectives and is driven by a designated team of Onboarding experts. Your assigned team will ensure a smooth and seamless deployment of BlueJeans across your enterprise from needs assessment and planning to implementation and enterprise-wide deployment. Once deployment is complete, in addition to a designated Customer Success Manager, a Technical Account Manager will partner with you for the rest of your journey with BlueJeans through proactive data driven consultation to help enhance your return on your investment. The Advanced Premier plan includes all of the tools and services provided with the Basic, Basic Plus, and Advanced plans.

	BASIC (Me and My Team only)	BASIC PLUS	ADVANCED	ADVANCED PREMIER
DEPLOYMENT: Onboarding plan and resources				
Onboarding Resources		Onboarding Specialist	Onboarding Program Manager	Onboarding Program Manager + Technical Consultant
Online Resources: Deployment guides, knowledge articles	✓	✓	✓	✓
Network Assessment and Optimization				✓
Accelerator Implementation: Bandwidth conservation technology for multiple endpoints attending event from same location		Quick Start	Quick Start	Fully Guided
Room System Configuration		Quick Start	Quick Start	Fully Guided
Application Integrations		Quick Start	Quick Start	Fully Guided
TRAINING: Online resources and instructor-led training				
Instructors and Training			Instructor-led Training*	Instructor-led Training
Online Resources: Video Tutorials, Quick Guides, Getting Started Portal	✓	✓	✓	✓
OPTIMIZATION: Methods to accelerate adoption and extend value of the platform				
Customer Success Management		Customer Success Manager	Customer Success Manager	Customer Success Manager
Technical Account Management				Technical Account Manager
Proactive Data-Driven Consultation				✓
SUPPORT: World-class technical support				
Knowledge Base	✓	✓	✓	✓
Technical Support	Email	Email + Phone	Email + Phone + Chat	Email + Phone + Chat
Support Hours	Business Hours	Business Hours	24/7/365	24/7/365
Response Time	24 hours	12 hours	1 hour	1 hour
Priority Queue			Dedicated service line + priority routing to an expert	Dedicated service line + priority routing to an expert
Meeting Assist: Pre-meeting planning, moderated rehearsals, live meeting moderation by BlueJeans, and post-meeting reports and analysis		Available for purchase	Up to 4/month	Up to 4/month
Event Assist: Pre-event planning, moderated rehearsals, live event moderation by BlueJeans, and post-event reports and analysis		Available for purchase	Up to 2/month	Up to 2/month
VOICE OF THE CUSTOMER: Closed loop processes to enhance customer experience				
Continuous Improvement: Enhanced services through customer insights	✓	✓	✓	✓

* Contact Sales for eligibility