



CHANNEL ESCALATION GUIDE

At AgileBlue, we're committed to ensuring that our partners and their customers receive swift and effective support. This guide provides a straightforward approach to our escalation options, helping you identify the best path to resolution for each unique situation. Please review the options below to determine the most suitable escalation method for your needs.

When submitting a request, **always copy partner@agileblue.com** to ensure seamless coordination and visibility.

TECHNICAL SUPPORT

AgileBlue support is available to assist you via email, phone, or our web portal.

Contact Methods:

- ✉ **First-Level Escalation:** Email support@agileblue.com to create a ticket directly.
- 📞 **Phone:** Call **1-216-606-9400, #2** to speak with a Support Representative.
- 🌐 **Web Portal:** Visit portal.agileblue.com

Escalation Process:

1. **First-Level Escalation:** Start by contacting our Support Team via support@agileblue.com or phone.
2. **Second-Level Escalation:** If further assistance is needed, engage your Customer Success Manager at customersuccess@agileblue.com.

Before Submitting a Request:

To ensure quicker resolution, please include:

- A detailed description of the issue or error encountered.
- Supporting files such as screenshots, logs, or recordings.
- The criticality and business impact of the issue.
- Your subdomain and account admin details (found in PS Engineer meeting minutes).
- Endpoint details showing the issue for log collection, if applicable.

BILLING SUPPORT

Our Billing Support team is here to assist you with all financial matters related to your accounts and services.

First-Level Escalation:

Email accounting@agileblue.com for billing inquiries, including:

- Invoicing details and requests
- Billing information and statements
- Payment processing and confirmations
- Account balance inquiries
- Updating payment methods
- Resolving billing discrepancies

Escalation Process:

1. **First-Level Escalation:** Contact ar@AB.com for any billing-related issues.
2. **Second-Level Escalation:** If further assistance is required, engage your Customer Success Manager at customersuccess@agileblue.com.

Before Submitting a Request:

To expedite resolution, please include:

- A detailed description of the issue or concern
- Relevant account information or supporting details