.....

.....

.....

Customer Success With JumpCloud

Professional Services

Team Roles and Responsibilities

Category	What we can do:	What's needed:	Who's needed:
Customer Infrastructure and Configuration			
Product Roadmap (Feature Requests)			
Product Training			
JumpCloud Security	well-thought-out approach to security		
Migration Services			
Break-Fix and Technology		Engaging with JumpCloud Support	

The Support Experience

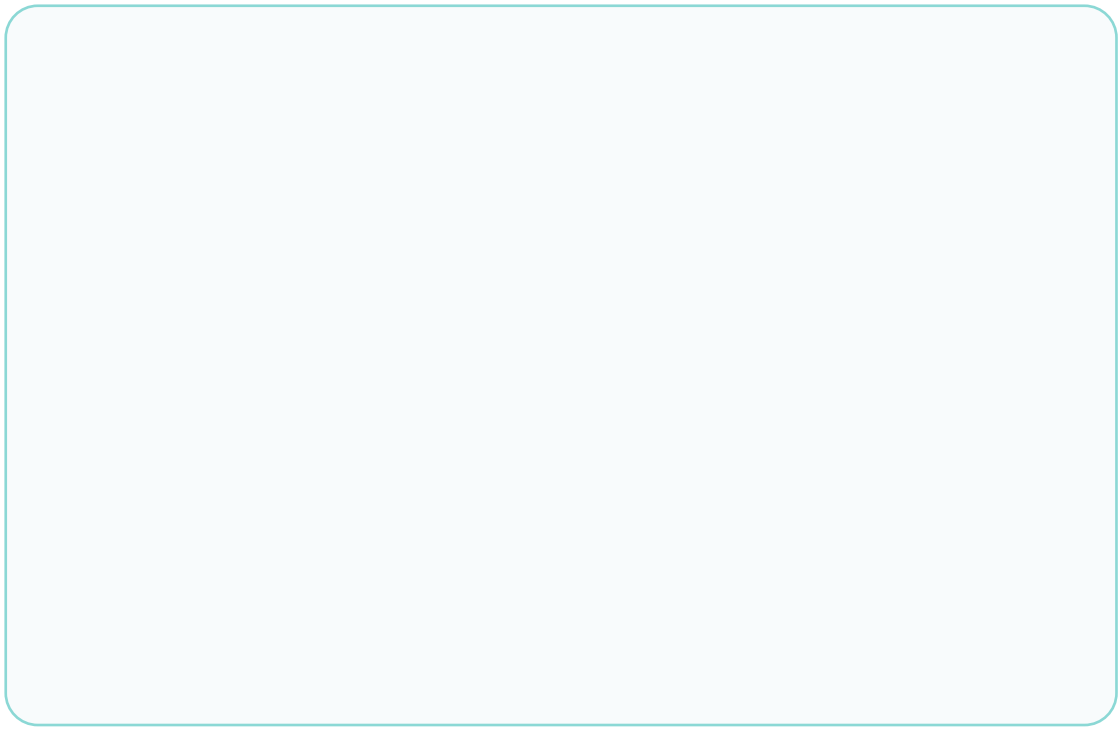
The Support Experience

Support Eligibility

	30-Day Free Trial	Standard	Premium Services
Pricing	24 - 30- Get Started		Browse ackages $2/
Priority Access			
Support Method and Time	**24x7, for full 30-day trial**	**Weekday business hours only**	**24x 365**
Help Center			
Email Support			
Chat			
Phone			
First Response Time SLA			
Severity 1		4	1
Severity 2			2
Severity 3			4

Engaging JumpCloud Support

Help Center



Contacting Support

Admin Portal

1.

2.

Chat

30-

1.
2.
3.
4.
( )

Phone (Premium Support Only)

	1 -00 -3 2		21 0 3-4 1
	0-0 1-3 20		0-0321-14 4
	1 00- 31- 2		-0003-212 2
	33 -0 144		44 0-00 2
	000 000 033 2		1 -4 1- 31

Additional Content and Resources

Resource Hub →

JumpCloud University →

Community →

FAQ →

Help Center →

Whiteboard Videos →

Make Work Happen®.

200,000

$400

jumpcloud™

Learn More