

Customer Success With JumpCloud

JumpCloud is a cloud-managed IT solution that simplifies the management of on-premise and cloud-based resources. It provides a single pane of glass for managing users, devices, and applications across various environments. Key features include user provisioning, password management, and application deployment. JumpCloud is designed to be easy to use and integrate with existing IT infrastructure, making it a popular choice for businesses looking to streamline their IT operations.

Professional Services

Professional services are those services that are provided by individuals who have acquired specialized knowledge and skills through education, training, and experience. These services are typically provided by individuals who are members of a profession, such as lawyers, accountants, engineers, and doctors.

Professional services are characterized by several key features. First, they are typically provided by individuals who have acquired specialized knowledge and skills through education, training, and experience. Second, these services are often provided on a fee-for-service basis. Third, professional services are typically provided by individuals who are members of a profession, such as lawyers, accountants, engineers, and doctors.

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Team Roles and Responsibilities

Category	What we can do:	What's needed:	Who's needed:
Customer Infrastructure and Configuration	<ul style="list-style-type: none"> • Work with customers to understand their current environment and requirements • Assist with the configuration and deployment of JumpCloud services • Provide ongoing support and troubleshooting for infrastructure issues 	<ul style="list-style-type: none"> • Access to customer environments for assessment and configuration • Clear communication channels for reporting issues and providing updates • Timely responses to customer inquiries and requests 	<ul style="list-style-type: none"> • Infrastructure Engineers • Configuration Specialists • Support Technicians
Product Roadmap (Feature Requests)	<ul style="list-style-type: none"> • Gather and analyze customer feedback and feature requests • Collaborate with product development to prioritize and implement new features • Communicate the product roadmap to customers and stakeholders 	<ul style="list-style-type: none"> • Regular communication with product development and engineering teams • Access to customer data and feedback for analysis • Clear communication channels for reporting feature requests and updates 	<ul style="list-style-type: none"> • Product Managers • Business Development • Customer Success
Product Training	<ul style="list-style-type: none"> • Develop and deliver training materials and courses for customers • Conduct workshops and webinars to educate customers on JumpCloud products • Provide ongoing support and assistance during training sessions 	<ul style="list-style-type: none"> • Access to training materials and resources • Clear communication channels for reporting training needs and feedback • Timely responses to customer inquiries and requests 	<ul style="list-style-type: none"> • Training Specialists • Customer Success • Support Technicians
JumpCloud Security	<ul style="list-style-type: none"> • Implement and manage security policies and configurations • Monitor and analyze security logs and alerts • Respond to security incidents and breaches 	<ul style="list-style-type: none"> • Access to security logs and alerts • Clear communication channels for reporting security incidents and breaches • Timely responses to security incidents and breaches 	<ul style="list-style-type: none"> • Security Engineers • Incident Response Team • Support Technicians
Migration Services	<ul style="list-style-type: none"> • Plan and execute the migration of customer data and applications to JumpCloud • Provide ongoing support and assistance during the migration process • Monitor and analyze migration progress and results 	<ul style="list-style-type: none"> • Access to customer data and applications for migration • Clear communication channels for reporting migration progress and results • Timely responses to customer inquiries and requests 	<ul style="list-style-type: none"> • Migration Specialists • Customer Success • Support Technicians
Break-Fix and Technology	<ul style="list-style-type: none"> • Diagnose and resolve technical issues and incidents • Provide ongoing support and assistance for technology-related issues • Monitor and analyze system performance and health 	<ul style="list-style-type: none"> • Access to customer systems and data for diagnosis and resolution • Clear communication channels for reporting technical issues and incidents • Timely responses to technical issues and incidents 	<ul style="list-style-type: none"> • Support Technicians • Customer Success • System Administrators

The Support Experience

Support experience is a critical component of customer satisfaction and loyalty. It involves the interaction between a customer and a support representative, where the representative aims to resolve the customer's issue efficiently and effectively. A positive support experience can lead to increased customer loyalty, repeat business, and positive word-of-mouth. Conversely, a negative support experience can result in customer churn and damage to the company's reputation.



The Support Experience

Support Eligibility

	30-Day Free Trial	Standard	Premium Services
Pricing	<p>24, 30</p> <p>Get Started</p>	<p>▼</p> <p>■</p>	<p>Browse Packages</p> <p>\$2/</p>
Priority Access			
Support Method and Time	24x7, for full 30-day trial	Weekday business hours only	24x7 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. Log in to the Admin Portal.
 - ▶ [Log in to the Admin Portal](#)
 - ▶ [Log in to the Admin Portal](#)
2. In the Admin Portal, click on the **Support** icon in the top right corner.
 - ▶ [Support icon in the Admin Portal](#)
 - ▶ [Support icon in the Admin Portal](#)

→ Chat

- 30-seconds
1. Log in to the Admin Portal.
 - ▶ [Log in to the Admin Portal](#)
 2. In the Admin Portal, click on the **Support** icon in the top right corner.
 - ▶ [Support icon in the Admin Portal](#)
 3. In the Admin Portal, click on the **Chat** icon in the top right corner.
 - ▶ [Chat icon in the Admin Portal](#)
 4. In the Admin Portal, click on the **Chat** icon in the top right corner.
 - ▶ [Chat icon in the Admin Portal](#)

→ Phone (Premium Support Only)

1. Log in to the Admin Portal.
 - ▶ [Log in to the Admin Portal](#)

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3. In the Admin Portal, click on the Chat icon in the top right corner.	▶ Chat icon in the Admin Portal	4. In the Admin Portal, click on the Chat icon in the top right corner.	▶ Chat icon in the Admin Portal
5. In the Admin Portal, click on the Phone icon in the top right corner.	▶ Phone icon in the Admin Portal	6. In the Admin Portal, click on the Phone icon in the top right corner.	▶ Phone icon in the Admin Portal
7. In the Admin Portal, click on the Phone icon in the top right corner.	▶ Phone icon in the Admin Portal	8. In the Admin Portal, click on the Phone icon in the top right corner.	▶ Phone icon in the Admin Portal
9. In the Admin Portal, click on the Phone icon in the top right corner.	▶ Phone icon in the Admin Portal	10. In the Admin Portal, click on the Phone icon in the top right corner.	▶ Phone icon in the Admin Portal

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\$400M+ in revenue
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