**State of Tennessee Escalation and Communication Path**

**Customer Success Manager**: JD Thornock

**Skills Admin**: Jordan Brockman

**Account Executive**: Taylor Puffer

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| **Definitions** |
| **PPOC(Program Point of Contact)** - Point of contact that represents the county |
| **Team Manager** - Individual that manages a specific team |

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| **Support Tier** | **Support Needed** | **Support Provided** |
| **Tier 1 Support** Pluralsight Support  support@pluralsight.com | * Product issues or product questions * License redemption issues (ex. Did not receive invite, can't redeem it, etc.) | Email: 24/7 - global coverage |
| **Support Tier 2**  Merrilee Robbins  merrilee-robbins@pluralsight.com kris-may@pluralsight.com | * PPOC and Team Manager support * Team Structure updates - adding, removing, moving learners * License requests - from PPOC | Email: M-F: 9am-5pm CT  Response Time: ~24hrs |
| **Support Tier 3** TN IT Academy Team  ITtraining.localgovernment@tn.gov | * Program related questions * License requests not from current PPOC * Large license requests (20+) | Email: M-F: 8am-3pm CT | Next Business Day |

**Use Cases**

* **License Requests from PPOC - Under 20 licenses**
  + Sent to Jordan
    - Copy the TN IT Academy team
    - Is request within 5 business days or less of the next batch?
      * Yes, process with next batch
      * No, process next business day
  + Sent to TN IT Academy team
    - Is request within 5 business days or less of the next batch?
      * Yes, process with next batch
      * No, process next business day
* **License Requests - Over 20**
  + Sent to Jordan
    - Jordan will send to TN IT Academy team
  + Sent to TN IT Academy team
    - Approve or decline request
    - Send details for batch to Jordan
* **Program Questions**
  + Sent to Jordan
    - Copy the TN IT Academy team into email thread to answer
  + Sent to TN IT Academy team
    - TN IT Academy team will respond
* **License Redemption Issues**
  + Sent to Jordan
    - Point them to Pluralsight Support for assistance
  + Sent to TN IT Academy Team
    - Point them to Pluralsight Support for assistance
* **PPOC or Manager requesting new team**
  + Sent to Jordan
    - From a PPOC - we will process
    - From a Team Manager - copy the PPOC for validation and process
  + Sent to TN IT Academy team
    - From a PPOC - Copy Jordan into thread
    - From a Team manager - Copy PPOC and Jordan to validate and process