**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 Supportsupport@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 Robbinsmerrilee-robbins@pluralsight.comkris-may@pluralsight.com | * PPOC and Team Manager support
* Team Structure updates - adding, removing, moving learners
* License requests - from PPOC
 | Email: M-F: 9am-5pm CTResponse Time: ~24hrs |
| **Support Tier 3**TN IT Academy TeamITtraining.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