



# State of Tennessee Escalation and Communication Path

**Customer Success Manager:** JD Thornock

**Skills Admin:** Jordan Brockman

**Account Executive:** Taylor Puffer

<b>Definitions</b>
<b>PPOC(Program Point of Contact)</b> - Point of contact that represents the county
<b>Team Manager</b> - Individual that manages a specific team

Support Tier	Support Needed	Support Provided
<b>Tier 1 Support</b> Pluralsight Support support@pluralsight.com	<ul style="list-style-type: none"> <li>Product issues or product questions</li> <li>License redemption issues (ex. Did not receive invite, can't redeem it, etc.)</li> </ul>	Email: 24/7 - global coverage
<b>Support Tier 2</b> Merrilee Robbins merrilee-robbins@pluralsight.com kris-may@pluralsight.com	<ul style="list-style-type: none"> <li>PPOC and Team Manager support</li> <li>Team Structure updates - adding, removing, moving learners</li> <li>License requests - from PPOC</li> </ul>	Email: M-F: 9am-5pm CT  Response Time: ~24hrs
<b>Support Tier 3</b> TN IT Academy Team ITtraining.localgovernment@tn.gov	<ul style="list-style-type: none"> <li>Program related questions</li> <li>License requests not from current PPOC</li> <li>Large license requests (20+)</li> </ul>	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