docebo[®] Premium Support Plans

Comprehensive training and support packages so your LMS and business can grow – without disruption.

Premium Support Plans are tiered bundles that bring together support and optimization services for your Docebo platform.

Get fast technical support when needed. Docebo's teams are there to resolve any challenge with your system and software.

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- Extended phone support for when you just need to talk to someone.
- Discounts on training and certifications so you can keep your team continually growing and upskilling.
- Advanced tools like a development sandbox so you can experiment with peace of mind.

Whether you need to get more support for complex use cases and configurations, get global 24/7 support access, or count on Docebo to drive revenue for your organization, we have the right option for you.

Standard	Essential	Advantage Premier		Elite	
Get access to self-	Get a full range of	Get faster response	Get dedicated	Get VIP services, a	
guided resources like	self-guided tools to	targets, additional	expert services,	dedicated phone	
online learning, help	learn and explore,	certification credits,	training discounts,	line, additional	
and community, plus	follow-up response	ticket and utilization	urgent support	event monitoring,	
digital support in your	targets, certification	reviews, plus	coverage and	a sandbox	
local timezone.	credits, plus 24/7	Professional Service	regular operational	environment for	
	phone support.	Hours.	alignment.	testing, and more.	

A Premium Support Plan helps you do more: More learning, more revenue, more growth. Choose the plan and services that are right for your goals.

Instantom Docoto knowledge blase Image: construction of the sector of t	Service	Feature	Standard	Essential	Advantage	Premier	Elite
Docebo Community Image: Community <thimage: community<="" th=""> <thimage: community<="" t<="" td=""><td rowspan="3">In-Platform</td><td>Docebo Knowledge Base</td><td>Ø</td><td>Ø</td><td>Ø</td><td>Ø</td><td>Ø</td></thimage:></thimage:>	In-Platform	Docebo Knowledge Base	Ø	Ø	Ø	Ø	Ø
Response Targers Initial Response: Severity Level 1 2 hrs 90 min 1 hr 30 min 15 min Initial Response: Severity Level 2 6 hrs 4 hrs 2 hrs 1 hr 30 min Fallow-up Response: Severity Level 3 12 hrs 6 hrs 4 hrs 2 hrs 1 hr Follow-up Response: Severity Level 3 12 hrs 6 hrs 1 hrs 30 min Support Follow-up Response: Severity Level 2.3 1 for 1 hrs 1 hrs 2 hrs Support Follow-up Response: Severity Level 2.3 1 for 1 hrs 1 hrs 2 hrs Support Follow-up Response: Severity Level 2.3 1 for 1 for 1 hrs 2 hrs Support Follow-up Response: Severity Level 2.3 1 for 1 for 1 for 2 hrs 1 for Support Follow-up Response: Severity Level 2.3 1 for 1 for 1 for 1 for Oueue Priority Forein forther the directly to your Named Sr. Technical Advisor 1 for 2 dr 2 dr 2 dr Tecket Submission Support du levs		Docebo University	Ø	Ø	Ø	Ø	0
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Initial Response: Severity Level 2 6 hrs 4 hrs 2 hrs 1 hr 30 min Initial Response: Severity Level 3 12 hrs 6 hrs 4 hrs 2 hrs 1 hr Follow-up Response: Severity Level 3 12 hrs 6 hrs 4 hrs 2 hrs 1 hr Support Follow-up Response: Severity Level 2.3 1 cm 12 hrs 6 hrs 4 hrs 2 hrs Phone Support Image 1 1 cm 24/7 24/7 24/7 24/7 24/7 Direct into a queue of Sr. Technical Advisors Image 1 Queue Prinity Image 1 Queue Prinity Image 1 Queue Prinity Image 1 Queue Prinity Image 1 Queue Prinity Image 1 Support 1 Image 1 <td rowspan="3"></td> <td>Initial Response: Severity Level 1</td> <td>2 hrs</td> <td>90 min</td> <td>1 hr</td> <td>30 min</td> <td>15 min</td>		Initial Response: Severity Level 1	2 hrs	90 min	1 hr	30 min	15 min
Follow-up Response: Severity Level 1 I		Initial Response: Severity Level 2	6 hrs	4 hrs	2 hrs	1 hr	30 min
Follow-up Response: Severity Level 2-3 Interval of the severity Level 2-3 Interval of the severity Level 2-3 Interval of the severity Interval of the		Initial Response: Severity Level 3	12 hrs	6 hrs	4 hrs	2 hrs	1 hr
Support xvaliability Phone Support Image: support support Image: support support Image: support support Image: support support support Image: support sup		Follow-up Response: Severity Level 1		12 hrs	6 hrs	4 hrs	2 hrs
Availability Availability Direct into a queue of Sr. Technical Advisors Image: Construction of the constructi		Follow-up Response: Severity Level 2-3		16 hrs	12 hrs	10 hrs	8 hrs
Direct into a queue of Sr. Technical Advisor Image: Construction of the second se	Support	Phone Support		24/7	24/7	24/7	24/7
Skip the line directly to your Named Image: Skip the	Availability	Direct into a queue of Sr. Technical Advisors		Ø	Ø	Ø	0
Sr. Technical Advisor Context Support 24/5 24/5 24/5 Chat Support 24/7 24/7 24/7 24/7 Supported Users 2 4 6 8 12 Education Docebo Pro Certification & Guided Preparation (Credits) 2 4 5 10 Enhanced Services Docebo Pro Certification & Guided Sr. Technical Team Image: Context State Sta		Queue Priority				0	Ø
Chat Support </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Ø</td>							Ø
Interest Submission Total time 24/1				24/5	24/5	24/5	24/5
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Education Preparation (Credits) Image: Cases Handled by a Dedicated Sr. Technical Team Image: Cases Handled by a Dedicated Sr. Technical Team Image: Cases Handled by a Dedicated Sr. Technical Advisor Image: Cases Handled by a Dedicated Advisor Image: Cases Handled by Advisor Image: Cases Handl		Supported Users	2	4	6	8	12
Inhanced Services Sr. Technical Team Image: Sr. Technical Advisor Image: Sr. T	Education			2	4	5	10
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Environment Proactive Maintenance Communication and Planning Image: Commun	Services	Named Sr. Technical Advisor					Ø
and PlanningImage: Constraint of the second sec						Ø	Ø
Active Ticket ReviewComparisonCompar						Ø	Ø
Utilization Metrics Quarterly Monthly Weekly Governance and Technical Review Image: Comparison of the c		Health Reviews				Ø	Ø
Governance and Technical Review Image: Consultative Services Image: Consultative Services <td rowspan="7"></td> <td>Active Ticket Review</td> <td></td> <td></td> <td>Quarterly</td> <td>Monthly</td> <td>Weekly</td>		Active Ticket Review			Quarterly	Monthly	Weekly
Beta Access/Consultative Services Image: Consultative Services </td <td>Utilization Metrics</td> <td></td> <td></td> <td>Quarterly</td> <td>Monthly</td> <td>Weekly</td>		Utilization Metrics			Quarterly	Monthly	Weekly
Key Event Monitoring and Planning Image: Constraint of the second seco		Governance and Technical Review					Ø
Professional Service Hours 10 15 15		Beta Access/Consultative Services					Ø
		Key Event Monitoring and Planning				1 Event	2 Events
Prioritized Development Tickets		Professional Service Hours			10	15	15
		Prioritized Development Tickets					0
Sandbox Environment		Sandbox Environment					0

