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.

* Discounts on training and certifications so you can keep your team continually growing and upskilling.

* Extended phone support for when you just need to talk to someone.

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

Service	Feature	Standard	Essential	Advantage	Premier	Elite
In-Platform	Docebo Knowledge Base	✓	✓	✓	✓	✓
	Docebo University	✓	✓	✓	✓	✓
	Docebo Community	✓	✓	✓	✓	✓
Response Targets	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
	Initial Response: Severity Level 3	12 hrs	6 hrs	4 hrs	2 hrs	1 hr
	Follow-up Response: Severity Level 1		12 hrs	6 hrs	4 hrs	2 hrs
	Follow-up Response: Severity Level 2-3		16 hrs	12 hrs	10 hrs	8 hrs
Support Availability	Phone Support		24/7	24/7	24/7	24/7
	Direct into a queue of Sr. Technical Advisors		✓	✓	✓	✓
	Queue Priority				✓	✓
	Skip the line directly to your Named Sr. Technical Advisor					✓
	Chat Support	9AM-6PM (Local time)	24/5	24/5	24/5	24/5
	Ticket Submission	9AM-6PM (Local time)	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	Cases Handled by a Dedicated Sr. Technical Team		✓	✓	✓	✓
	Named Sr. Technical Advisor				✓	✓
	Dedicated Support Access to Environment				✓	✓
	Proactive Maintenance Communication and Planning				✓	✓
	Health Reviews				✓	✓
	Active Ticket Review			Quarterly	Monthly	Weekly
	Utilization Metrics			Quarterly	Monthly	Weekly
	Governance and Technical Review					✓
	Beta Access/Consultative Services					✓
	Key Event Monitoring and Planning				1 Event	2 Events
	Professional Service Hours			10	15	15
	Prioritized Development Tickets					✓
	Sandbox Environment					✓

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