

THE PLEX MANUFACTURING CLOUD

Plex Customer Support Services





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WHAT IS PLEX SUPPORT SERVICES? HOW DOES A CUSTOMER USE IT?

Customer Support Services is assistance related to the use of Plex. This includes help with troubleshooting your existing configurations, basic usability assistance, and break/fix support.

Each company has identified Plex champions or Authorized Contacts who act as liaisons to Plex. They provide level 1 support to their company's users and resolve concerns from their knowledge of the system, training through Education Services offerings, or self-help using the Knowledge Center, wikis, training documents and other content in the Plex Community.

When a Plex Champion / Authorized Contact needs assistance, the Authorized Contact creates a case in the Support Services Cloud Portal. (Service Cloud is a best-in-class technical support module and is part of the Salesforce platform.)

The case is assigned to the Support Services team. As first responders, a Support Services team member will own the case and work with you on it through its resolution, which may include working with other Plex team members and departments, providing Level 2 support to the Authorized Contact. Support Services is single-focused on our customers' questions and concerns.

WHAT ARE MY SUPPORT ENTITLEMENTS?

Silver Care is the standard care option and provides inclusive support during business hours as well as when critical situations arise. Silver replaced our classic, pay-as-you-go support model. Support is available as you begin to implement Plex. All Plex Clients with a premium care plan are entitled to phone case support in English, Monday - Friday during business hours.

Premium Support programs provide an enhanced level of care, with increased initial response time SLAs, mentoring sessions, and with Premium Support, a Technical Account Manager dedicated to your company.

HOW DO I GET TO ACCESS SERVICE CLOUD?

The Service Cloud Customer Portal is accessible via url plexcustomerforce.com or support.plex.com.



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WHAT IS MY LOGONID?

Only Authorized Contacts are able to login to Support Service Cloud and the number of Authorized Contacts vary depending upon the support level of a customer or Account. The default entitlements are 2 for Silver and Classic, 4 for Gold, and 6 for Platinum.

IS THE PLEX USERID USED TO ACCESS SERVICE CLOUD?

No. To log into Service Cloud you will use a username which is the same as your email address. (At some point in the future, we plan on implementing SSO.)

WHEN SHOULD I CALL PLEX SUPPORT SERVICES?

Telephone support in English is available on a 24x7 basis for Severity Level 1 (critical, production stopping issues) as described in your contract. Phone support is also available during Plex's normal business hours for case-specific questions for all other Severity Levels -- please be sure to have your case number available when you call.

WHAT ARE THE SEVERITY LEVELS?

Level 1 – Critical: Critical production issue affecting all users, including system availability or completely inoperative and data integrity issues with no workaround available. Think: can't manufacture or can't ship.

Level 2 – Urgent: Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available.

Level 3 – High: System performance issue or bug affecting some but not all users. Short-term workaround is available, but not preferred.

Level 4 – Medium: Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Reasonable workaround available.

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HOW CAN I CALL PLEX SUPPORT SERVICES?

Our toll-free customer support number is **855-Plex-800** (855-753-9800) or normal business line 248-391-8001.

Select 'technical support' to be prompted with these options:

- Press '1' if you are having log-in issues
- Press '2' for Shipping, Purchasing, Quoting, Labels, Sales/CRM, Returns, and Pacejet
- Press '3' for Production, Planning, Scheduling, Integration, Inventory and Engineering
- Press '4' for Accounting and Human Capital Management
- Press '5' for EDI
- Press '6' for Quality, Tooling, Program Management, KM & KPI and Maintenance
- Press '7' or stay on the line for all other issues

HOW DO I CHANGE AUTHORIZED CONTACTS OR ASK OTHER QUESTIONS ABOUT SERVICE CLOUD?

Create a case with the details of your requirements and route it to Module Team 'Service Cloud Admin' . Or, email servicecloudadmin@plex.com with the same information.

HOW DO PARTNERS OBTAIN ACCESS TO AN ACCOUNT IN SERVICE CLOUD?

Partners are given access to view your Accounts in Service Cloud by having their usernames 'shared' with your Account.

Either create a case or email us with who should be shared with your Account. Remember to request they be 'unshared' when their access should be removed.

WHAT ELSE IS IMPORTANT TO OPTIMIZING MY PLEX SUPPORT?

- Update and maintain the Plex (Customer) Champions screen in your PCN. Typically these are the same as your Authorized Contacts but may include additional people. Be sure to identify your Security and Emergency Contacts and provide an alternate email - we suggest your SMS address.
- Monitor the Plex Status -- status.plex.com -- a convenient way to check the current system status of the PMC.
- When you have a question or concern -- ask!! We are here for you.