



# UKG Support Services at a Glance

## Support services

	Software				Equipment	
	Platinum Plus	Platinum	Gold Plus	Gold	Depot Exchange	Depot Repair
<b>Plus services features</b>						
Technical account manager 24x7	•					
Technical account manager 8 a.m. – 8 p.m. local time (M – F)			•			
Proactive preventive support	•		•			
Complete issue tracking and management	•		•			
Site visit	•					
<b>Phone support</b>						
24x7	•	•				
Senior specialists	•	•				
8 a.m. – 8 p.m. local time (M – F)			•	•	•	•
<b>Web-based expertise</b>						
Technical advisories	•	•	•	•	•	•
Service case studies	•	•	•	•		
Learning quick tips	•	•	•	•		
Brown-bag sessions	•	•	•	•		
HR and Payroll Answerforce™	•	•	•	•		
Interactive forms	•	•				
<b>Software assurance</b>						
Patches	•	•	•	•	•	•
Service releases	•	•	•	•	•	•
Upgrades	•	•	•	•		
Legislative updates	•	•	•	•		
<b>Web-based information</b>						
Knowledge base	•	•	•	•	•	•
eCase management	•	•	•	•	•	•
Documentation	•	•	•	•	•	•
Customer forums	•	•	•	•	•	•
Remote support	•	•	•	•	•	•
<b>Equipment services</b>						
Depot Exchange – next day					•	
Depot Repair						•

## Help desk services

	Help Desk Services	Platinum Plus	Software			Equipment	
			Platinum	Gold Plus	Gold	Depot Exchange	Depot Repair
<b>Help desk services features</b>							
Dedicated toll-free number and customer-branded support email address	●						
24x7x365 live U.S.-based support	●						
Unlimited contacts – full end-user support	●						
Proactive monitoring of clock communication, batch processes, and interfaces	●						
Technical account manager included	●						
<b>Plus services features</b>							
Technical account manager 24x7	●	●					
Technical account manager 8 a.m. – 8 p.m. local time (M – F)				●			
Proactive preventive support	●	●		●			
Complete issue tracking and management	●	●		●			
Site visit	●	●					
<b>Phone support</b>							
24x7	●	●	●				
Senior specialists	●	●	●				
8 a.m. – 8 p.m. local time (M – F)				●	●	●	●
<b>Web-based expertise</b>							
Technical advisories	●	●	●	●	●	●	●
Service case studies	●	●	●	●	●		
Learning quick tips	●	●	●	●	●		
Brown-bag sessions	●	●	●	●	●		
HR and payroll Answerforce™	●	●	●	●	●		
SHRM e-Learning	●	●	●	●	●		
Interactive forms	●	●	●				
<b>Software assurance</b>							
Patches	●	●	●	●	●	●	●
Service packs	●	●	●	●	●	●	●
Upgrades	●	●	●	●	●		
Legislative updates	●	●	●	●	●		

	Software				Equipment		
	Help Desk Services	Platinum Plus	Platinum	Gold Plus	Gold	Depot Exchange	Depot Repair
<b>Web-based information</b>							
Knowledge base	●	●	●	●	●	●	●
eCase management	●	●	●	●	●	●	●
Documentation	●	●	●	●	●	●	●
Customer forums	●	●	●	●	●	●	●
Remote support	●	●	●	●	●	●	●
<b>Equipment services</b>							
Depot Exchange – next day						●	
Depot Repair							●



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