

# FY23 Braze **Customer Success and Support Services Handbook**



**REVISION MAY 2022**

This FY23 Handbook solely applies to Success and Support Services purchased by Customer pursuant to an Order Form referring specifically to this “FY23 Success and Support Services Handbook”.

Please refer to the FY22 Handbook for all prior Order Forms referring simply to the “Success and Support Services Handbook”.



# Ensure Success With Braze Services

Ready to join leading brands around the world who trust Braze to power relevant and memorable customer experiences? Our expert teams will assist you from optimized campaign launches to high-touch technical support.

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## Our Braze Guiding Principles

Here at Braze, your success is our success. From Day 1, our team works alongside yours to build the foundation for brilliant customer experiences.

We do this using our:



### Goal-Driven Approach:

Our services are centered around your unique business goals to continuously deliver fast time-to-value and push the needle on metrics that drive your ROI.



### Expert Advice:

Our team of experts offer a fresh perspective and deliver trusted integration services, strategic best practices, and ongoing technical support to maximize the value of Braze for your brand.



### End-to-End Support:

We support you every step of the way using a strategic and technical lens to ensure you're equipped to create brilliant customer experiences that resonate.



## Customer Success and Support Overview

Our expert Braze Customer Success and Support teams drive value for some of the largest, fast-growing, and innovative businesses around the globe. Based on the needs of your platform edition, you will gain access to the following ongoing services.

|                                    |  | PLATFORM EDITION |                        |                        |                  |                  |                    |                  |                         |
|------------------------------------|--|------------------|------------------------|------------------------|------------------|------------------|--------------------|------------------|-------------------------|
|                                    |  | Launch           | Growth                 | Expand                 | Advanced         | Pro              | Group <sup>2</sup> | Corporate        | Enterprise              |
| Team                               | Account Manager                              | ✓                | ✓                      | ✓                      | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Customer Success Manager                     | Team             | Team                   | Team                   | Named            | Named            | Named              | Named            | Named                   |
|                                    | Customer Success Leader                      |                  |                        |                        |                  | Named            |                    | Named            | Named                   |
| Customer Success Support           | Web Success Access                           | ✓                | ✓                      | ✓                      | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Email Success Access                         |                  |                        |                        |                  | ✓                | ✓                  | ✓                | ✓                       |
|                                    | CSM Check-Ins                                |                  | Up to 2/Year Proactive | Up to 6/Year Proactive | Up to Monthly    | Up to Weekly     | Up to Monthly      | Up to Weekly     | Up to Weekly            |
|                                    | Executive Business Reviews                   |                  |                        |                        | Up to 2/Year     | Up to 3/Year     |                    | Up to 3/Year     | Up to 4/Year (2 Onsite) |
|                                    | Personalized Workshops                       |                  |                        |                        |                  | Up to 1/Year     |                    | Up to 1/Year     | Up to 4/Year            |
| Technical Support                  | Email Support                                | ✓                | ✓                      | ✓                      | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Web Case Submission                          | ✓                | ✓                      | ✓                      | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Designated Support Contacts                  |                  |                        |                        | Up to 5          | Up to 10         | Up to 5            | Up to 10         | Up to 20                |
|                                    | 24x7 Support Portal Access                   |                  |                        | ✓ Once Available       | ✓ Once Available | ✓ Once Available | ✓ Once Available   | ✓ Once Available | ✓ Once Available        |
|                                    | Initial Support Response Targets             | None             | None                   | None                   | Standard         | Accelerated      | Standard           | Accelerated      | Premium                 |
|                                    | 24x7 Support: Severity 1 Issues <sup>1</sup> |                  |                        |                        |                  | ✓                |                    | ✓                | ✓                       |
|                                    | 24x7 Support: Severity 2 Issues <sup>1</sup> |                  |                        |                        |                  |                  |                    |                  | ✓                       |
| Knowledge, Learning, and Community | Braze Developer & User Documentation         | ✓                | ✓                      | ✓                      | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Braze Bonfire Community Access               | ✓                | ✓                      | ✓                      | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Learning at Braze (LAB)                      | ✓                | ✓                      | ✓                      | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Virtual Instructor-Led Trainings (VILT)      | 2 Seats          | 2 Seats                | 3 Seats                | 5 Seats          | 6 Seats          | 3 Seats            | 6 Seats          | 10 Seats                |
|                                    | Braze Webinars                               | ✓                | ✓                      | ✓                      | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Braze Continuum                              |                  |                        |                        |                  | ✓                |                    | ✓                | ✓                       |
|                                    | Success Plan                                 |                  |                        |                        |                  | ✓                |                    | ✓                | ✓                       |
|                                    | Shared Content Hub                           |                  |                        |                        |                  |                  |                    |                  | ✓                       |
|                                    | Benchmarks                                   |                  |                        |                        | ✓                | ✓                | ✓                  | ✓                | ✓                       |
|                                    | Quarterly Personalized Engagement Report     | Up to 4/Year     | Up to 4/Year           | Up to 4/Year           |                  |                  |                    |                  |                         |

<sup>1</sup> 24/7 support is available in English only.

<sup>2</sup> Group Platform Edition is only available to Affiliates, Business Units, or brands of existing Enterprise customers.



## Customer Success Features:



### Account Manager

The commercial owner of your account responsible for managing commercial entitlements based on your needs.



### Customer Success Manager (CSM)

Your primary point of contact responsible for providing high-touch strategic guidance to remove use case complexity and optimize for success.



### Customer Success Manager (CSM) Leader

Success advocate responsible for handling issue escalation, sourcing customer feedback, and providing additional strategy guidance (alongside the CSM).



### Web Success Access

The ability to log process and strategy questions using the case submission form built directly into the Braze dashboard, with answers provided by the Customer Success Team.



### Email Success Access

The ability to log process and strategy questions for Braze by directly emailing your named CSM.



### CSM Check-Ins

Routine touchpoint cadence with your designated CSM to cover an agenda of pre-defined or pertinent topics. This can take the form of a robust email, a 30 to 60 minute call/virtual meeting, or a quick (same city) in-person meeting.



### Executive Business Reviews (EBRs)

In-person or virtual meetings to review a combination of past performance, current adoption status, technical advancements/challenges, and future strategy and feature engagements.



### Personalized Workshops

Dedicated working sessions typically conducted in-person or virtually that dive into a specific focus area. The most common topics include: engagement maturity, user journeys, high-value actions, user persona definition, and data agility.



### Braze Developer and User Documentation

Detailed online documentation and thought leadership geared towards marketing, business intelligence, and engineering teams.



### Braze Bonfire Community

Access to a global community of Braze users sharing knowledge and insights with our customers around the world.



### Learning at Braze (LAB)

On-demand, self-directed learning portal with continuous access to topics ranging from "how to" to lifecycle strategy.



### Virtual Instructor Led Trainings

Certification training session led by a Braze instructor offering hands-on learning of the platform, personalized walk throughs, and group discussions in an intimate classroom setting.



### Braze Webinars

Online enablement and best practices directly from our team of experts.



### Braze Continuum

The Braze Continuum provides a model to understand where your company stands based on skills, product usage maturity, and results.



### Success Plan

A collaborative, living plan jointly owned with your CSM that we align to your business goals and drive towards your desired outcomes in partnership.



### Shared Content Hub

A shared space to keep track of and access all the presentations and inspiration delivered by your Braze team.



### Benchmarks

Using Braze's unique dataset, your CSM will provide insights into your customer engagement performance vs industry, highlighting areas for improvement, and providing recommended actions.



## Technical Support Features:



### Email Support

Log Braze Technical Support cases easily using the [support@braze.com](mailto:support@braze.com) email address.



### Web Case Submission

Log Braze Technical Support cases using a quick and easy submission form, built directly into the Braze Dashboard, which also suggests answers to help solve your question.



### Designated Support Contacts

Select a certain number of your users to receive a differentiated service experience from Braze Technical Support, including access to the Braze Support Portal.



### 24x7 Support Portal Access

(Once Available)

A customized support portal for Designated Support Contacts to log new issues, review existing cases, and communicate with the Braze Support Team. The Support Portal will also allow users to specify an issue's severity, which triggers Initial Support Response Targets, if applicable.



### Initial Support Response Targets

Quick initial support response targets ensure you know that we're on it. Please see the Initial Support Response Targets table on the next page for more information.



### 24x7 Production Emergency Support: Severity 1 Issues\*

Log Severity 1 Production Emergency issues outside of normal business hours, enacting an initial response from Braze Technical Support and initiation of issue troubleshooting. Only Severity 1 issues, according to the Severity Definition Table, will be actioned outside of normal business hours. All other issues will be handled according to normal business processes, during normal business hours.



### 24x7 Production Emergency Support: Severity 2 Issues\*

Log Severity 2 Production Emergency issues outside of normal business hours, enacting an initial response from Braze Technical Support and initiation of issue troubleshooting. Only Severity 2 issues, according to the Severity Definition Table, will be actioned outside of normal business hours. All other issues will be handled according to normal business processes, during normal business hours.

*\* For eligible customers and available in English only.*



## Initial Support Response Targets

|                       | None                        | Standard         | Accelerated      | Premium          |
|-----------------------|-----------------------------|------------------|------------------|------------------|
| Severity 1 (Critical) | No Initial Response Targets | 4 Business Hours | 2 Hours          | 1 Hour           |
| Severity 2 (High)     |                             | 8 Business Hours | 4 Business Hours | 2 Hours          |
| Severity 3 (Medium)   |                             | 1 Business Day   | 8 Business Hours | 4 Business Hours |
| Severity 4 (Low)      |                             | 2 Business Days  | 1 Business Day   | 1 Business Day   |

## Case Severity Definitions

|                       | Definition  | Examples  | Braze Actions  |
|-----------------------|---|---|--|
| Severity 1 (Critical) | Customer is experiencing an issue that has a critical business impact on the use of the Braze Services that <b>impacts all Users and no workaround is available</b> at the time the issue is logged with Braze Technical Support.   | <ul style="list-style-type: none"> <li>Braze Services are completely unresponsive and all Users are not able to log in to the Braze platform.</li> <li>Complete unavailability of all User's first-party data, rendering Braze Services ineffective.</li> </ul>                               | A dedicated team of technical support specialists and engineers (as required) will be assigned to work on the issue continuously until a resolution is identified or a workaround is implemented. Once a workaround has been implemented, the issue severity will be reclassified in accordance with the status of the issue at such point. Once a Critical case has been logged by Braze, Braze's Regional Technical Support Leadership Team will be promptly notified to ensure a coordinated response plan. After 24 hours, if the issue has not been resolved or a workaround has not been provided, the issue is escalated to the Vice President of Global Technical Support for executive leadership visibility and support. |
| Severity 2 (High)     | Customer is experiencing a reproducible issue that is causing a significant loss or reduction of functionality of Customer's use of the platform, thus causing <b>detrimental impact on the Customer's core operational activities and no workaround is available</b> at the time the issue is logged with Braze Technical Support. | <ul style="list-style-type: none"> <li>Customer is unable to start or stop an individual campaign.</li> <li>Customer is unable to send any emails, in-app or SMS messages for a campaign.</li> </ul>  | Issue assigned to a dedicated Braze Technical Support Specialist to coordinate issue analysis and response plan. The Technical Support Specialist will coordinate with engineering and product teams as required to identify the root cause of the problem and, if necessary, create a workaround to restore normal business operations as soon as possible.   |
| Severity 3 (Medium)   | Customer is experiencing a reproducible issue causing a material loss or reduction of functionality which has an <b>impact on the Customer's normal use of the platform. Medium-effort workaround available.</b>  | <ul style="list-style-type: none"> <li>Customer is unable to target a specific segment of end-users in a campaign.</li> <li>A subset of individual end-users are not able to receive a campaign or receive incorrect messaging.</li> <li>There's an issue with campaign analytics.</li> </ul> | Braze will use commercially reasonable efforts to diagnose the root cause of the issue and provide a workaround. If the resolution requires a defect or enhancement request, Braze Technical Support will coordinate with the product team to consider implementation of the solution in a future product release cycle.   |
| Severity 4 (Low)      | Customer is experiencing a <b>minor loss or disruption of normal platform functionality</b> . Customer has a question about the use of certain Braze Services. Customer is experiencing an unreproducible issue.  | <ul style="list-style-type: none"> <li>Questions about Braze functionality or guidance on the use of Braze Services.</li> <li>There are issues relating to third-party integrations, such as Branch or Segment.</li> </ul>  | Braze will use commercially reasonable efforts to provide a workaround. Issue resolution may be fixed in a future product release at the discretion of Braze.  |

## Support Contact Details



### Braze Dashboard

Navigate to the “Get Help” section of your Braze Dashboard and select “Log a Support Case.”



### Email

Please reach out to [support@braze.com](mailto:support@braze.com).



### More Information

For more information on Braze Customer Support, please reach out to your Account Manager or Customer Success Manager.



2018 + 2019 + 2020

THREE-TIME RECIPIENT OF THE

**CRMI NorthFace ScoreBoard Award for  
World Class Customer Support**



WINNER OF THREE AWARDS IN THE

**2021 Customer Success Awards, including  
Customer Success Team of the Year**



### A Wave Leader

The Forrester Wave™ :  
Cross-Channel Campaign Management (Independent Platforms), Q3 2021

FORRESTER



### A Wave Leader

The Forrester Wave™ :  
Mobile Engagement Automation, Q3 2020

FORRESTER

Braze is a comprehensive customer engagement platform that powers relevant and memorable experiences between consumers and the brands they love.

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| Term                                    | Definition  |
|---|---|
| <b>Braze Recognized Holidays</b>        | <a href="#">Braze recognizes certain regional holidays</a> each calendar year. These holidays are excluded from Business Hours of support. Issues logged during a Braze Recognized Holiday will be handled on the next Business Day.  |
| <b>Business Day</b>                     | A Business Day is any day in which normal business operations are conducted and excludes weekends and Braze Recognized Holidays. For example and for clarity, a target to respond “within 1 Business Day” shall mean that the response shall be provided prior to the end of the Business Hours on the next Business Day following the Business Day during which the request was sent.  |
| <b>Business Hours</b>                   | Braze will provide technical support services to eligible Customers during the Business Hours specified on their applicable Order Form. Issues logged outside of those hours will be handled on the next Business Day.  |
| <b>Case</b>                             | A technical support case is defined as a single support issue with the Braze Services. A single support issue is a problem that cannot be broken down into subordinate parts. It involves diagnosing a single error, or a single cause of confusion. Before Braze begins investigating a case, the Customer and the Braze Technical Support Team must agree on the definition of the problem, the severity of the problem, and the parameters for providing a resolution. Customer also agrees to provide Braze with all information and materials reasonably requested by Braze necessary for use in replicating, diagnosing and correcting an error or other technical problem with the Braze Services reported by Customer. Customer acknowledges that Braze's ability to provide resolution of reported technical issues is dependent on Braze having the information necessary to replicate the reported problem.                      |
| <b>Enhancement Request</b>              | An issue is considered an Enhancement Request when the resolution of the issue requires a feature or functionality change to the Braze Services. Braze Product Management regularly reviews Enhancement Requests for possible inclusion in a future product release. The inclusion of any Enhancement Request is at the discretion of the Braze Product Management Team.  |
| <b>Product Defect</b>                   | A product defect, or bug, is an inherent problem in the software and/or product documentation. It is a verifiable defect in the intended functionality or design of the product.  |
| <b>Initial Support Response Targets</b> | A response from Braze is acknowledgment that we have received your support issue submission, created a support case with a unique tracking number and have begun to triage the issue for initial troubleshooting according to Initial Support Response Targets guidelines. The Initial Support Response Targets time is measured from the time your issue is successfully received by Braze. An issue submitted through email or web form will initially be categorized as Severity 3 until a Braze representative is able to triage and reclassify the severity if needed, which will occur during regular Business Hours. Once the portal is available, Customer selection of the severity classification will be done exclusively in the Braze Support Portal. If a support issue's severity is classified incorrectly, Braze reserves the right to reclassify the issue severity according to the Case Severity Definitions guidelines. |
| <b>Unsupported Scenarios</b>            | Braze is not able to provide Technical Support Services for errors or problems caused by the following: (i) third party components or integrations not provided by Braze (i.e., Third Party Platforms, Customer Applications, etc.), (ii) use of the Braze Services other than in accordance with the Documentation, or (iii) alterations or modifications of the Braze Services made by the Customer without Braze's consent.  |
| <b>Workaround</b>                       | A workaround is any solution to a problem that does not involve changing the code of the Braze Services. Possible workaround solutions may include using an alternate process/approach/method, depending on the problem, to successfully accomplish the task while bypassing the problem, or providing an interim patch that reduces the severity of the issue until a full solution can be deployed.   |



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