

YourBestSoftware General Support Documentation

Company Overview

YourBestSoftware is committed to delivering exceptional customer experiences through comprehensive support services. Our multi-channel support approach ensures customers receive timely, effective assistance across all aspects of their software journey.

General Support Contact Information

Primary Support Channels

- **Main Support Line:** 1-800-YBS-CARE (1-800-927-2273)
- **General Email:** help@yourbestsoftware.com
- **Live Chat:** Available on website and in-app
- **Support Portal:** <https://help.yourbestsoftware.com>
- **Community Forum:** <https://community.yourbestsoftware.com>

Department Directory

- **General Inquiries:** Press 1
 - **Technical Support:** Press 2
 - **Billing & Accounts:** Press 3
 - **Training & Education:** Press 4
 - **Customer Success:** Press 5
 - **Sales Information:** Press 6
 - **Partnership Inquiries:** Press 7
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Support Hours & Availability

Standard Support Hours

- **Monday - Friday:** 6:00 AM - 10:00 PM EST
- **Saturday:** 8:00 AM - 6:00 PM EST
- **Sunday:** 10:00 AM - 4:00 PM EST
- **Holidays:** Reduced hours (10:00 AM - 2:00 PM EST)

24/7 Emergency Support

Available for Premium and Enterprise customers experiencing:

- Complete system outages
- Security incidents
- Data integrity issues
- Mission-critical functionality failures

International Support

- **Europe:** Monday - Friday, 9:00 AM - 6:00 PM CET
 - **Asia-Pacific:** Monday - Friday, 9:00 AM - 6:00 PM JST
 - **Latin America:** Monday - Friday, 9:00 AM - 6:00 PM BRT
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Customer Success Management

Customer Success Team Structure

- **VP of Customer Success:** Sarah Chen - sarah.chen@yourbestsoftware.com
- **Director of Customer Success:** Michael Torres - michael.torres@yourbestsoftware.com
- **Senior Customer Success Managers:** Dedicated to Enterprise accounts
- **Customer Success Managers:** Mid-market and growing accounts
- **Customer Success Associates:** SMB and onboarding support

Customer Success Services

Onboarding & Implementation

- **Welcome Call:** Within 24 hours of contract signing
- **Implementation Planning:** Custom project timeline
- **Data Migration:** Assisted data transfer from legacy systems
- **User Training:** Role-based training sessions
- **Go-Live Support:** Dedicated support during launch week
- **30-Day Check-in:** Post-implementation health assessment

Ongoing Success Management

- **Quarterly Business Reviews:** Strategic account planning
- **Monthly Health Checks:** Usage analytics and optimization
- **Best Practice Sharing:** Industry-specific recommendations
- **Expansion Planning:** Growth opportunity identification
- **Renewal Management:** Contract renewal preparation

Success Metrics

- **Customer Health Score:** Composite metric tracking engagement
 - **Product Adoption:** Feature usage and depth metrics
 - **Customer Satisfaction:** Regular NPS and CSAT surveys
 - **Time to Value:** Measurement of initial business impact
 - **Expansion Revenue:** Upsell and cross-sell tracking
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Billing & Account Management

Billing Support Team

- **Director of Billing Operations:** Jennifer Park - jennifer.park@yourbestsoftware.com
- **Billing Support Manager:** David Rodriguez - david.rodriguez@yourbestsoftware.com
- **Billing Support Email:** billing@yourbestsoftware.com
- **Billing Support Phone:** 1-800-YBS-BILL (1-800-927-2455)

Account Management Services

Billing Inquiries

- **Invoice Questions:** Payment terms, billing cycles, invoice details
- **Payment Processing:** Payment methods, failed payments, refunds
- **Subscription Changes:** Upgrades, downgrades, user additions/removals
- **Contract Modifications:** Mid-term changes, amendments
- **Credit Applications:** Enterprise credit terms and NET payment options

Account Administration

- **User Management:** Adding/removing users, role assignments
- **Security Settings:** Password policies, SSO configuration
- **Data Management:** Data export, backup requests
- **Compliance:** GDPR, CCPA, and other regulatory requirements
- **Account Transfers:** Ownership changes, mergers & acquisitions

Billing Policies

Payment Terms

- **Standard:** NET 30 for annual contracts
- **SMB:** Credit card or ACH payment required

- **Enterprise:** Custom terms available (NET 45/60 with credit approval)
- **International:** Wire transfer or local payment methods

Refund Policy

- **30-Day Money Back:** Full refund within 30 days of initial purchase
 - **Prorated Refunds:** Available for annual subscriptions (after 30 days)
 - **Downgrade Credits:** Applied to future billing cycles
 - **Cancellation Policy:** 30-day notice required for contract cancellation
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Training & Education Services

Training Team

- **Director of Customer Education:** Lisa Wang - lisa.wang@yourbestsoftware.com
- **Training Manager:** Robert Kim - robert.kim@yourbestsoftware.com
- **Training Coordinators:** Multiple regional specialists
- **Training Email:** training@yourbestsoftware.com

Training Programs

Self-Paced Learning

- **Getting Started Course:** 2-hour basic orientation
- **Advanced User Training:** 8-hour comprehensive program
- **Administrator Certification:** 16-hour technical certification
- **Power User Workshop:** 4-hour advanced features training
- **Industry-Specific Training:** Vertical-focused use cases

Live Training Sessions

- **Weekly Webinars:** Feature spotlights and best practices
- **Monthly Deep Dives:** Advanced topic exploration
- **Quarterly User Conference:** Multi-day virtual event
- **Custom Training:** Tailored sessions for enterprise customers
- **Train-the-Trainer:** Customer champion development

Certification Programs

- **Certified User:** Basic proficiency certification
- **Certified Administrator:** System administration certification

- **Certified Trainer:** Customer training authorization
- **Certified Consultant:** Partner implementation certification

Training Resources

- **Video Library:** 200+ on-demand training videos
 - **Documentation:** Comprehensive user guides and tutorials
 - **Interactive Tutorials:** In-app guided learning experiences
 - **Practice Environments:** Sandbox accounts for training
 - **Mobile Learning:** Training app for on-the-go learning
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Community & Self-Service Resources

Community Platform

- **User Forum:** <https://community.yourbestsoftware.com>
- **Feature Requests:** Customer-driven product roadmap input
- **Best Practices:** Customer-shared tips and workflows
- **User Groups:** Regional and industry-specific communities
- **Expert Network:** Certified consultants and power users

Self-Service Options

Knowledge Base

- **Getting Started Guide:** Step-by-step setup instructions
- **Feature Documentation:** Comprehensive feature explanations
- **Troubleshooting Guide:** Common issues and solutions
- **Integration Guides:** Third-party integration instructions
- **API Documentation:** Developer resources and examples

Resource Library

- **Video Tutorials:** Visual step-by-step guides
- **Downloadable Templates:** Pre-built workflow templates
- **Best Practice Guides:** Industry-specific recommendations
- **ROI Calculators:** Business value assessment tools
- **Migration Guides:** Platform switching assistance

Mobile Support

- **Mobile App:** iOS and Android support applications
 - **Push Notifications:** Real-time support updates
 - **In-App Help:** Contextual help and tutorials
 - **Mobile Chat:** On-the-go support conversations
 - **Offline Resources:** Downloadable guides and documentation
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Escalation & Quality Assurance

Escalation Process

1. **First Contact Resolution:** Front-line support attempt
2. **Supervisor Escalation:** Team lead involvement
3. **Manager Escalation:** Department manager review
4. **Director Escalation:** Executive team engagement
5. **Executive Escalation:** C-level leadership involvement

Quality Assurance Program

- **Call Monitoring:** Regular interaction quality reviews
- **Customer Feedback:** Post-interaction satisfaction surveys
- **Response Time Tracking:** SLA compliance monitoring
- **Resolution Quality:** Follow-up effectiveness measurement
- **Continuous Improvement:** Monthly process optimization

Customer Feedback Channels

- **Post-Support Surveys:** Immediate interaction feedback
 - **Quarterly NPS Surveys:** Overall satisfaction measurement
 - **Annual Customer Advisory Board:** Strategic feedback sessions
 - **Focus Groups:** Product and service improvement input
 - **Beta Testing Program:** Early access to new features
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Special Programs & Services

Customer Advocacy Program

- **Customer References:** Case study participation
- **Speaking Opportunities:** Conference and webinar presentations
- **Advisory Board:** Product roadmap influence

- **Beta Testing:** Early access to new features
- **Customer Awards:** Annual recognition program

Enterprise Services

- **Dedicated Account Management:** Single point of contact
- **Custom Implementation:** Tailored deployment services
- **On-Site Training:** In-person training and consulting
- **Health Checks:** Regular system optimization reviews
- **Strategic Planning:** Long-term growth planning sessions

Partner Support Services

- **Partner Portal:** Dedicated partner resources
 - **Co-Marketing Support:** Joint marketing initiatives
 - **Technical Enablement:** Partner technical training
 - **Deal Registration:** Opportunity protection program
 - **Partner Advisory Council:** Strategic partner input
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Accessibility & Compliance

Accessibility Support

- **WCAG 2.1 Compliance:** AA-level accessibility standards
- **Screen Reader Support:** Compatible with assistive technologies
- **Keyboard Navigation:** Full keyboard accessibility
- **Alternative Formats:** Documentation in multiple formats
- **Accessibility Training:** Staff training on accessibility needs

Compliance & Security

- **Data Protection:** GDPR, CCPA, and regional compliance
 - **Security Certifications:** SOC 2 Type II, ISO 27001
 - **Privacy Policy:** Transparent data handling practices
 - **Audit Support:** Compliance audit assistance
 - **Legal Requests:** Subpoena and legal process handling
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Performance Metrics & SLAs

Response Time Commitments

- **Live Chat:** 2 minutes average response time
- **Phone Support:** 30 seconds average hold time
- **Email Support:** 4 hours during business hours
- **Community Forum:** 8 hours for staff responses
- **Escalated Issues:** 1 hour for manager review

Resolution Targets

- **Simple Inquiries:** 15 minutes average resolution
- **Account Issues:** 2 hours average resolution
- **Billing Questions:** 4 hours average resolution
- **Training Requests:** 24 hours for scheduling
- **Complex Issues:** 48 hours for initial resolution plan

Customer Satisfaction Goals

- **Overall CSAT:** 4.5+ out of 5.0
 - **Net Promoter Score:** 50+ NPS rating
 - **First Contact Resolution:** 85% target rate
 - **Customer Retention:** 95% annual retention rate
 - **Support Ticket Volume:** <5% of user base monthly
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International Support

Localization Support

- **Multi-Language Documentation:** 12 languages available
- **Localized Training:** Regional training programs
- **Cultural Adaptation:** Region-specific best practices
- **Time Zone Coverage:** Follow-the-sun support model
- **Local Payment Methods:** Regional billing options

Regional Offices

- **North America:** Austin, TX (Primary)
 - **Europe:** London, UK
 - **Asia-Pacific:** Singapore
 - **Latin America:** São Paulo, Brazil
 - **Middle East:** Dubai, UAE (Partner-supported)
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Contact Directory

Leadership Team

- **Chief Customer Officer:** Amanda Foster - amanda.foster@yourbestsoftware.com
- **VP of Customer Success:** Sarah Chen - sarah.chen@yourbestsoftware.com
- **Director of Support Operations:** Michael Torres - michael.torres@yourbestsoftware.com

Department Contacts

- **General Support:** help@yourbestsoftware.com
- **Customer Success:** success@yourbestsoftware.com
- **Billing Support:** billing@yourbestsoftware.com
- **Training Services:** training@yourbestsoftware.com
- **Community Management:** community@yourbestsoftware.com

Emergency Contacts

- **24/7 Emergency Line:** 1-888-YBS-URGENT (1-888-927-8743)
- **Security Incidents:** security@yourbestsoftware.com
- **Executive Escalation:** escalation@yourbestsoftware.com
- **Media Inquiries:** media@yourbestsoftware.com

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