



# eGain Customer Support Policy

Cloud Installations

October 2021

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## Welcome to eGain

Congratulations on purchasing a subscription to eGain Corporation's or its subsidiaries' ("We", "Us", "Our" or "eGain") Cloud Services and eGain's Customer Support.

The purpose of this Customer Support Policy ("Policy") is to provide you, as a customer who has purchased eGain's Cloud Services ("You", "Your" or "Customer"), with details of the scope of eGain's Customer Support for eGain Cloud Services. This Policy will cover several key information including, without limitation, eligibility, services delivered, issue reporting, product updates and upgrades, Cloud Services lifecycle, and escalation procedures. Your designated eGain contacts must be familiar with the contents of this Policy before contacting eGain Customer Support to request any assistance. It will mean a quicker response to any assistance requested in supporting the eGain application system.

Please note that the eGain Customer Support team is continually working to add value to our support services.

Any questions regarding this Policy can be submitted to eGain through the web form located at <https://media.egain.com/support/contact.asp> with a valid customer pin (see "[Contacting eGain Customer Support](#)").

### eGain Customer Support Charter

The eGain Customer Support philosophy revolves around contacts in your company designated to work with eGain Customer Support and being adequately prepared to take action should the eGain Cloud Services not perform as expected. We have created support guidelines and requirements that are designed to allow the designated eGain contacts in your company to be able to sufficiently scope the problem and then report it to our Customer Support team. Our team can then take the detailed information and work towards a speedy resolution of the issue.

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#### Customer Support Goals

In working with you to resolve any issues, we strive to meet the following goals:

- A timely response to any issues reported.
- Regular updates on open issues until they are resolved.
- Advocacy of your issue's importance to the rest of eGain whenever deemed appropriate.
- Timely resolution of issues.

## Eligibility and Support Options

### Eligibility

To be eligible for eGain's Customer Support, Customer must be one of the following:

- ▶ A Customer who has placed a valid order with eGain for eGain Cloud Services and for Customer Support, is current on payment of all applicable fees for the eGain Cloud Services and Customer Support (whether payable directly to eGain or indirectly to an eGain approved Business Partner) and is using the eGain Cloud Services.
- ▶ An eGain approved Business Partner who has placed a valid order with eGain for eGain Cloud Services and for Customer Support on behalf of its customers and is current on payment of all applicable fees for the eGain Cloud Services and Customer Support fees.

Questions regarding eligibility can be submitted by filling out the web form at: <https://media.egain.com/support/contact.asp>

This Policy is subject to change at eGain's sole discretion; provided, however, the Policy changes will not result in a material reduction in the level of Customer Support provided during the period for which fees for the applicable eGain Customer Support have been paid.

### What Is Included in Customer Support

eGain's Customer Support includes:

- ▶ The delivery of Updates and Upgrades for eGain Cloud Products, including the migration for a previous version to the current version.
- ▶ Assistance through highly trained technical support staff on technical issues related to determining why an eGain Cloud Product may not be performing in accordance with the applicable eGain Cloud Product documentation.
- ▶ Diligent efforts to correct any material bugs or failures by offering patches or maintenance releases.
- ▶ Access to the eGain Customer [Support Portal](#) ("Support Portal") (credentials provided upon request). The Support Portal provides valuable information, such as the product documentation or

knowledge articles. It is linked to [eGain University](#), offering a wide range of videos for best practices and usage of the eGain Cloud Services.

### What Is Not Included in Customer Support

The following items are not included in eGain's Customer Support:

- Training: Customer Support does not include product training. Product training is available through eGain Education Services. Please contact your Sales Account Manager for more information.
- Configuration and customization of the eGain Cloud Product: Configuration of the eGain Cloud Product is done by eGain's Professional Services team pursuant to the applicable statement of work executed between the parties for such Professional Services; such configuration may include the design, configuration, testing and validation of use cases of the solution.
- Custom Support: Customer Support does not include the provision of eGain's support for customizations ("Custom Support"). For support of customizations performed on base eGain Cloud Products as a part of Professional Services, you can contact eGain's Professional Services and any such support of customizations will be as described in the applicable statement of work executed between the parties and the eGain's then-current standard terms and conditions for such Custom Support (a copy of eGain's then-current Custom Support Policy can be found at [http://hd.egain.com/wp-content/uploads/contracts/policy\\_egain\\_custom\\_support.pdf](http://hd.egain.com/wp-content/uploads/contracts/policy_egain_custom_support.pdf)). If you have separately purchased Custom Support from eGain, submit your Custom Support questions through <https://media.egain.com/support/contact.asp>.
- Non-compliance use: Customer Support does not include the diagnosis and rectification of any fault caused by Customer's use or operation of the eGain Cloud Product or eGain Cloud Services not in compliance with the specifications set out in the relevant Documentation.
- Non-eGain products: Customer Support does not include any information and assistance of technical problems that are not related to eGain Cloud Products or eGain Cloud Services (for instance, problems associated to the IT infrastructure, other enabling technologies independent from eGain or third-party software such as operating system, databases, computer networks and communications).
- Fault caused by delays outside eGain's control: Customer Support does not include the diagnosis and rectification of any fault caused by delays, errors, failures to perform, outages, or disruptions in the use of the eGain Cloud Products, eGain Cloud Services or eGain's Systems caused by or resulting from any act, omission, or condition beyond eGain's reasonable control.

- Managed Services: Customer Support does not include the provision of eGain's Managed Services (or its equivalent) for administrative, authoring or analytics tasks. Any such desired Managed Services must be separately purchased by Customer from eGain pursuant to eGain's then-current terms and conditions for Managed Services and the associated Managed Services Policy (a copy of eGain's then-current Managed Services Policy can be found at <https://hd.egain.com/contracts/managed-services-policy.pdf>).
- Other services: Any service, activity or undertaking that is not explicitly described in this Policy as within the scope of Customer Support.

## Service Levels for eGain Cloud Services

eGain's standard Availability service level (SLA) for eGain Cloud Services is 99.5% of Availability time. The term "Availability" as used in herein shall mean, in any given quarter, the amount of time that any of the products within the purchased eGain Cloud Services are fully available and free of a Severity 1 error (limited to only such Severity 1 error where eGain is identified as being responsible after root cause analysis and has been communicated in writing by eGain to the Customer under the format of an incident report), outside of any Excluded Downtime (as defined below).

The following table shall apply with respect to the eGain standard 99.5% Availability SLA:

Uptime (%) for any of the eGain Cloud Products within the purchased eGain Cloud Services (outside of Excluded Downtime)	Quarterly Service Credit, as a percentage of the quarterly eGain Cloud Services fee for the eGain Cloud Product(s) failing to meet the 99.5% Availability SLA*
100 % to 99.5%	0%
< 99.5% to 98.75%	5%
< 98.75% to 98.06%	10%
< 98.06 to 97.36%	15%
< 97.36%	20%

\* Does not include fees paid or payable for any related implementation, training, or other professional services.

If Customer has separately purchased the eGain 99.9% Uptime SLA Cloud Services Add-On or the Always-On Cloud Services Add-On (a list of then-current available eGain's Cloud Services Add-Ons can be found at [https://hd.egain.com/wp-content/uploads/contracts/egain\\_cloud\\_add\\_ons.pdf](https://hd.egain.com/wp-content/uploads/contracts/egain_cloud_add_ons.pdf)),

eGain's Availability service level (SLA) for the eGain Cloud Services for Customer will then be 99.9% of Availability time. The following table shall apply with respect to the 99.9%Availability SLA:

Uptime (%) for any of the eGain Cloud Products within the purchased eGain Cloud Services (outside of Excluded Downtime)	Quarterly Service Credit, as a percentage of the quarterly eGain Cloud Services fee for the eGain Cloud Product(s) failing to meet the 99.9%Availability SLA*
100%to 99.9%	0%
<99.9%to 99.2%	5%
<99.2%to 98.5%	10%
<98.5%to 97.8%	15%
<97.8%	20%

\* Does not include fees paid or payable for any related implementation, training, or other professional services.

For the purposes of calculating total downtime, downtime shall not include any time during which the eGain Cloud Services are not Available due to any of the following (each, an "Excluded Downtime"):

- (a) Emergency Scheduled interruptions (outside of Maintenance Windows) of which the Customer is notified at least 48 hours in advance and the time/date of such scheduled interruptions are mutually agreed with the parties;
- (b) Maintenance Windows as described in the Section entitled "[Scheduled Downtime and Maintenance Window](#)" below and which schedule for Maintenance Window is agreed upfront with Customer;
- (c) Inaccessibility or outages due to the Customer's requests or where the Customer approved the same in advance, including, without limitation, outages initiated by eGain at the Customer's request or direction for maintenance, activation of configurations, backups or other purposes that require the eGain Cloud Services to be temporarily taken offline;
- (d) Problems associated with the Customer's Internet connectivity to the eGain Cloud Products or eGain's Systems;
- (e) A failure or degradation of performance or malfunction resulting from scripts, data, applications, equipment, infrastructure, software, penetration testing, performance testing, or monitoring agents directed or provided or performed by or on behalf of the Customer;
- (f) Outages resulting from (i) the Customer's equipment or third-party equipment or software components not within the sole control of eGain, (ii) system administration, commands, or file transfers performed by the Customer or Users, or (iii) failures or

fluctuations in electrical, connectivity, network or telecommunications equipment or lines due to the Customer's conduct or circumstances outside of eGain's control;

- (g) Events resulting from an interruption or shut down of the eGain Cloud Services or eGain's Systems due to circumstances reasonably believed by eGain to be a significant threat to the normal operation of the eGain Cloud Services, the operating infrastructure, the facility from which the eGain Cloud Services are provided, access to, or the integrity of Customer Data (e.g., a hacker or malware attack);
- (h) Delays, errors, failures to perform, outages, or disruptions in the use of the eGain Cloud Products, eGain Cloud Services or eGain's Systems caused by or resulting from any act, omission or condition beyond eGain's reasonable control, including, without limitation, interruption or shut down due to denial of service attacks, natural disasters, changes resulting from government, political, or other regulatory actions or court orders, strikes or labor disputes, acts of civil disobedience, acts of war, acts against parties (including eGain's other vendors), other force majeure events and/or conditions, or inability to access the eGain Cloud Products or eGain's Systems or outages caused by the Customer's conduct; and/or
- (i) Lack of the Customer's availability or the Customer's untimely response time to respond to incidents that require the Customer's participation for source identification and/or resolution, including meeting the Customer's responsibilities for the eGain Cloud Services.

Downtime shall begin to accrue when either eGain or Customer (with notice to eGain) recognizes that such downtime is occurring and continues until the Availability of the eGain Cloud Services is restored. To receive service credit for such downtime, Customer must notify eGain in writing within seven (7) days from the time of downtime; failure to provide such notice will forfeit the right to receive service credits for such downtime. The service credit to be provided here may be used only for the future purchase by Customer of equivalent Professional Services, Managed Services, or Digital Transformation services hours to be performed by eGain for Customer and is exclusive of any applicable taxes. The service credit is forfeited if the eGain Cloud Services purchased by eGain expires or is terminated. The services credit has no cash value and cannot be converted to refunds. The downtime calculation for service credits will be performed on a quarterly basis.

In addition to receiving the service credits as described above, if for any period of four (4) months out of a six (6) month rolling window, there is a cumulative downtime of any of the eGain Cloud Products within the purchased eGain Cloud Services of 98% Availability time or below, Customer shall have the option to terminate the applicable Order Form for the deficient eGain Cloud Services, without incurring any early termination fees, provided that



Customer notifies eGain in writing of its termination of such deficient eGain Cloud Services no later than thirty (30) days after Customer is first entitled to terminate pursuant to the foregoing.

## Customer Responsibilities in the Support Process

Our Customer Support experience has taught us repeatedly that the resolution time to reported issues is measurably reduced when our support team works with qualified, trained designated contacts on the Customer side. Customer's designated contacts' preparation to successfully work with eGain Customer Support team in resolving issues, together with your System's accessibility, greatly enhances resolution time for Customer's issues.

### Designation of Contacts

To protect the integrity of your support systems' confidential information, eGain requires that you appoint designated Customer Support contacts within your organization. These individuals will be authorized to contact eGain with Customer Support requests. eGain requires the designated contacts to be trained on eGain's processes and procedures when the time comes to support your System.

### Issue Reporting and Preparation

Prior to reporting an issue to eGain's Customer Support, the following information should be gathered:

#### Define the issue

- Clear description of problem symptoms.
- Details of any error messages, screen outputs and customer actions that resulted in the occurrence of the issue.
- Frequency and timing of issue.
- Steps to reproduce the issue and corrective actions taken so far.

#### Gather correct product and system information

- Product version.
- Browser information.

- System information such as hardware and operating system.

(For both client and server side systems.)

- Any environmental changes that could have possibly contributed to the issue.

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#### Determine business impact severity

- Determine the impact to your business in order to establish resolution requirements. See the Section entitled “Severity Levels” below.

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Ensure designated support contacts are available for issue review and reporting  
Designated support contacts must be available to review and report on Customer issue.

#### What does a Successful Support engagement look like?

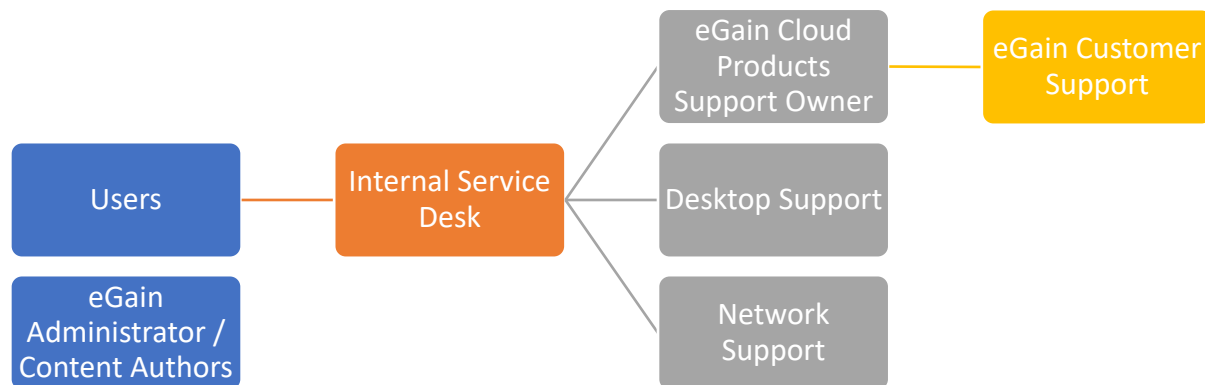
In an eGain Cloud Services deployment, it is important for our customers to have an internal eGain Cloud Products Support owner.

The Customer’s eGain Cloud Products Support owner would act as a focal point for eGain issues internally and would be responsible for providing the first line support for the applicable eGain Cloud Products, they would be expected to do initial troubleshooting and to route internal network issues or desktop issues to the appropriate internal team.

The internal Customer Cloud Support owner would also be responsible for testing and verifying fixes deployed by eGain onto the eGain’s System for the eGain Cloud Services.

To facilitate troubleshooting and resolution of technical problems, eGain will sometimes ask customers to use screen sharing tools such as Teams.

The model is the following:



#### Scheduled Downtime and Maintenance Window schedule

Scheduled downtime is critical and required to keep eGain Cloud environment properly maintained. This downtime gives eGain's Customer Support team the opportunity to run important maintenance tasks to ensure that the Cloud environment is updated to the latest level of security and runs optimally. Unless the Always-On Cloud Services Add-On has been separately purchased by Customer (a list of then-current available eGain's Cloud Services Add-Ons can be found at [http://hd.egain.com/wp-content/uploads/contracts/egain\\_cloud\\_add\\_ons.pdf](http://hd.egain.com/wp-content/uploads/contracts/egain_cloud_add_ons.pdf)), a Maintenance Window of up to four hours downtime per week is required.

Ahead of the Go Live and Welcome to Support phase, eGain will provide the Customer with the day and time for the Maintenance Window.

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Ahead of the Go Live and Welcome to Support phase, eGain will provide the Customer with the day and time for the Maintenance Window.

## Contacting eGain Support

### Support Account Numbers

Customer will be assigned a Support Account Number (or Customer PIN) with the following format:

- ▶ EGSP-12345

This number must be presented each time eGain Customer Support is contacted. This number will be given to you by the Customer Support team (<https://media.egain.com/support/contact.asp>).

### Problem Reporting Options

Contact Method	Availability	Contact Information	When to Use
Online Contact Form	24x7	<a href="https://media.egain.com/support/contact.asp">https://media.egain.com/support/contact.asp</a>	<ul style="list-style-type: none"><li>▶ Use the online form to open all new support issues.</li><li>▶ Please provide detailed information in the 'Subject' and 'Description of the problem' sections of the form.</li></ul>

Telephone	<p>North America, South America:</p> <p>6 am–6 pm PT (On holidays, weekends, and after hours support available for Severity 1 and Severity 2 issues only)</p> <p>EMEA:</p> <p>8am – 6pm GMT (On holidays, weekends, and after hours support available for Severity 1 and Severity 2 issues only)</p> <p>APAC:</p> <p>6am – 6pm IST; Mon-Fri (On holidays, weekends, and after hours support available for Severity 1 and Severity 2 issues only)</p>	<a href="https://hd.egain.com/contracts/contact-egain-support.pdf">https://hd.egain.com/contracts/contact-egain-support.pdf</a>	<ul style="list-style-type: none"> <li>▶ All Severity 1 and Severity 2 problems.</li> <li>▶ As needed for updates.</li> <li>▶ Escalations.</li> </ul>
Support Portal	24x7	<a href="https://support.egain.com">https://support.egain.com</a> Login information will be given to the Primary and Secondary authorized contacts.	<ul style="list-style-type: none"> <li>▶ Can submit new cases through the Support Portal – much like our Contact Form.</li> <li>▶ Can review case status and history.</li> <li>▶ Access to hot fix patches and documentation.</li> </ul>

\* For Severity 1 and Severity 2 issues, to improve the time to restore services, the recommended method of reporting is to log the case on the [Support Portal](#) and then call via [telephone](#). If the online contact form is filled out, please follow up with a phone call for quickest response.

## Support Coverage

The eGain Cloud Support attributes are summarized in the table below:

Support Type	Premier Support
Web access via the <a href="#">Support Portal</a>	24x7
Phone access and Technical Support engineer access	<p>All Severity 1 and Severity 2 cases:</p> <p>24x7 including Holiday, Weekend and After Hours (see the Section entitled '<a href="#">Severity Levels</a>' for details).</p> <p>Severity cases (S3, S4) are considered during the respective regional timeframes below:</p> <p>North America, South America:</p> <p>6 AM–6 PMPT; Mon-Fri</p> <p>EMEA:</p> <p>8AM-6PM GMT; Mon-Fri</p> <p>APAC:</p> <p>6AM– 6PMIST; Mon-Fri</p>
Email access	24x7
Escalation process	YES
Designated Support contacts Customer may provide	Up to six designated support contacts

## Severity Levels

Every issue that is reported to eGain Customer Support is assigned a Severity number. This severity number represents the impact that the reported problem has on the Customer's business.

The severity number is determined jointly by the Product Support Specialist and the Customer based on the nature of the issue and urgency of the situation. The following table shows the criteria for each severity:

Severity	Definition	Examples
1	A "Severity 1" problem is a problem that severely impacts the Customer's ability to conduct business. This means that the eGain Cloud Service is not operational and no procedural workaround exists.	<ul style="list-style-type: none"> <li>• None of eGain's customers are able to use the eGain Cloud Services</li> <li>• No agents of a customer are able to use the eGain Cloud Service</li> </ul>
2	A "Severity 2" problem is a high-impact problem in which the Customer's operation is disrupted but there is capacity to remain productive and maintain necessary business-level operations. The problem may require a fix to be installed.	<ul style="list-style-type: none"> <li>• Email services can send and receive emails, however multiple emails are intermittently skipped in the outbound flow</li> <li>• Only some agents (a small percentage of the workforce) are able to use the eGain Cloud services</li> </ul> <p>If most authors, admins, or analysts are not able to use the eGain Cloud Service for a period of time.</p>
3	Moderate impact: A non-critical eGain Cloud service is not working as expected, causing moderate business impact.	Reports take an excessive amount of time to run.

4	Minimal impact: A non-critical eGain Cloud service is malfunctioning, causing minimal business impact.	Cosmetic or documentation-related issues.
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## Response Goals

eGain's Customer Support team will respond, and commence work to resolve an issue within the timeframes defined below. eGain does not guarantee resolution times, and a resolution may consist of a fix, workaround, service availability or other solution eGain deems reasonable. eGain will use reasonable efforts to meet the target response times stated in the table below:

	Severity 1	Severity 2	Severity 3	Severity 4
Response Goals	Acknowledge* and commence work within 30 minutes. (2)	Acknowledge(1) and commence work within 1 hour. (2)	Acknowledge(1) and commence work within 4 business hours.	Acknowledge(1) within 8 business hours
Action Plan	Provide Action Plan within 4 hours	Provide Action Plan within 12 hours	Provide Action Plan within 16 business hours.	Provide Action Plan within 10 business day

(1) Acknowledgement is verbal or electronic confirmation of problem receipt with a ticket number.

(2) A telephone call is required with ticket number.

## Rules of Engagement for Severity 1 issues

Definition	A problem that severely impacts the Customer's ability to conduct business. This means that the Customer's systems and/or the Software are down or not functioning and no procedural workaround exists.
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Obtaining Assistance	<p>To obtain support for critical issues:</p> <ul style="list-style-type: none"> <li>▶ Follow the guidelines in the Section entitled “<a href="#">Issue Reporting and Preparation</a>”.</li> <li>▶ Contact eGain Customer Support via the Web form preferably (<a href="https://media.egain.com/support/contact.asp">https://media.egain.com/support/contact.asp</a>) with as much technical detail as possible. This will also give you a ticket number for the issue in the form of an automated reply to your form submission. Use email if you cannot use the web form for any reason.</li> <li>▶ Call the Product Support Specialist about the situation at the provided <a href="#">contact information</a>.</li> <li>▶ Jointly discuss with the Product Support Specialist the Severity Level for the issue.</li> </ul>
Customers After-Hours Assistance	<p>If you are requesting assistance for a critical support issue, follow the normal problem reporting procedures. A product specialist will work with you to handle your issue.</p>
Responsibilities in the resolution process	<p>When an issue is deemed to be a critical, Severity 1 issue, both eGain Customer Support and the Customer have key responsibilities toward the resolution of the issue.</p> <p>eGain Customer Support responsibilities:</p> <p>Customer Support will respond to the issue within the conditions defined in the “<a href="#">Response Goals</a>” paragraph.</p> <p>Support will work on the issue until it is resolved, or an acceptable workaround is found, or the issue is downgraded to a lesser severity.</p> <p>The Customer’s responsibilities:</p> <ul style="list-style-type: none"> <li>▶ The Customer needs to have designated contacts available as eGain Customer Support resolves the issues.</li> <li>▶ The Customer’s designated contact must be able to perform tests and gather any information required by the eGain Customer Support team.</li> </ul>

## Customer Support Escalation Process

Should you feel that your issue is not managed as per this Policy, or wish to communicate any customer support concerns with eGain management, you can escalate and ask for the Customer Support Manager on-duty.

## Product Updates and Upgrades

### eGain Updates and Upgrades Process

If a Customer is current on its payment of all fees for eGain Cloud Services and Cloud Support, then during the applicable Cloud Term, Customer shall be entitled to receive Updates and Upgrades for such Cloud Services, made available by eGain at eGain's sole discretion.

eGain will make Customer aware of Updates or Upgrades through notifications and periodic announcements. Updates and Upgrades will occur, unless, in the case of any new Upgrade, the Customer has notified eGain in writing of its reasonable objection to such new Upgrade within thirty (30) days from receipt of the notice. In the event Customer has provided such written objection to eGain, eGain requires that the Customer cooperates closely with eGain to resolve any such objection. Implementation of the Upgrade shall proceed at eGain's sole discretion and without regard to Customer's objections should Customer fail to reasonably cooperate to resolve any Customer objections regarding the implementation of the Upgrade.

Note: as a reminder, a Customer who has customizations developed by eGain in a professional services engagement must have a valid existing contract with eGain for Custom Support services and be current on payment of all applicable fees for such Custom Support services, for any such customizations to be part of the Updates and Upgrades process described herein.

### eGain Cloud Services Lifecycle

The goal of the eGain's Product Updates and Upgrades process as stated above is to increase customer satisfaction and service levels by providing a predictable, orderly transition for eGain's evolving services in the cloud.

Customer acknowledges that new features may be added to the eGain Cloud Services based on market demand and technological innovation. Accordingly, as eGain develops enhanced versions of the eGain Cloud Products and associated eGain Cloud Services, eGain may cease to maintain and support older versions of the eGain Cloud Products and associated eGain Cloud Services. eGain will give ample

notice for any feature or functionality removal. eGain will notify Customer, through the eGain [Support Portal](#) or otherwise, of any eGain Cloud Products and associated eGain Cloud Services undergoing the transition from supported to deprecated status (“Deprecated Status”). A time schedule for the termination of eGain Support for eGain Cloud Products and associated eGain Cloud Services purchased by Customer, which shall be no less than six (6) months before the Deprecated Status, will be provided by eGain to Customer.

After the specific eGain Cloud Products and associated eGain Cloud Services have reached Deprecated Status, eGain may, at its sole discretion, continue to offer Customer the option of obtaining technical support for the Deprecated Cloud Service with terms and conditions (including the applicable fees to be paid by Customer to eGain) to be negotiated on a case-by-case basis.

## Miscellaneous Support Information

Contacting Other Groups Within eGain		
Organization	Responsibilities	Contact Information
Sales	Can demonstrate to the Customer the full eGain platform offerings and will help seek out solutions to any of your Web-based customer support tools.	<a href="mailto:sales@egain.com">sales@egain.com</a>
eGain Educational Services	Provides training to Customers to enable them to effectively use the eGain Products. eGain Educational Services provides training through the web, at eGain facilities, or at Customer location.	<a href="https://www.egain.com/products/egain-university/">https://www.egain.com/products/egain-university/</a>
eGain Professional Services	Consults with Customers to customize or integrate the base eGain product and modify its use to meet the Customer’s business objectives. Services are provided on a time and materials basis.	Contact Sales or Support
Business Partner Support	Develop business relationships with service providers, consultants, and solution and technology providers.	
Marketing	Works with Customers on PR initiatives, sales reference programs, case studies and other marketing activities.	
Maintenance Renewal	Verifies maintenance contracts for eGain Customer Support. Renews support and maintenance contracts.	<a href="mailto:renewals@egain.com">renewals@egain.com</a>
Publications	Fulfills requests for technical product documentation and media requests.	<a href="mailto:publications@egain.com">publications@egain.com</a>

## Glossary of eGain Terms

This section contains definitions and explanations of terminology used in our documentation, on our website, in this Policy and by eGain Product Support Specialists.

Capitalized terms used in this Policy not defined in this Policy shall have the meanings set forth in the eGain's then-current standard terms and conditions for such Cloud Services.

**24x7:** A term used to describe Customer Support that is provided 24 hours per day, seven days a week.

**Action Plan:** Technical information provided by eGain with the intent of solving a reported issue.

**Customer Support:** Shall mean Premier Support as purchased by Customer with eGain Cloud Services.

**Duty Manager:** eGain manager who Customers may call upon when technical support needs are not being met.

**eGain Cloud Products:** The applicable eGain's software products provided by eGain as part of its Cloud Services offerings, which access have been subscribed to by Customer pursuant to a valid Order Form for Cloud Services.

**eGain Cloud Services:** Collectively, the specific eGain's cloud services listed in the applicable Order Form, which consists of (a) eGain software product in object code form made available on eGain cloud platform as a service offering; and (b) Updates thereto (generally available eGain software product maintenance releases, such as error fixes and/or enhancements, provided by eGain in connection with Customer Support, not including any new products, features, or enhancements in which eGain generally charges a separate fee).

**eGain Professional Services:** An organization within eGain that provides process consulting, product implementation, integration, and customization services on a fee basis.

**Premier Support:** As defined under the Section entitled "[Support Coverage](#)".

**Product Support Specialist:** Individuals in the eGain Technical Solution Center who gathers customer information and logs all customer calls into the eGain problem management system.

**Update:** New product release from eGain with minor changes and bug fixes. Update offer small, frequent improvements rather than major changes.

**Upgrade:** New product release from eGain with major changes. An Upgrade includes important changes to the GUI and a variety of new features and options which are not in the existing version of the Cloud Services.