



Customer Success Services Provided

	Premier Level
TRAINING	
Access to online training videos	✓
Webinars	✓
Videos with data tracking	✓
Custom virtual workshops	✓
Custom onsite workshops—training	✓
DATA AND IMPLEMENTATION	
Virtual customer success manager	✓
Field-based customer success manager	✓
Data integration webinar	✓
Custom onsite workshops—data	✓
SUPPORT	
Telephone support (12 hours/day, 5 days/week)	✓
Email support (12 hours/day, 5 days/week)	✓
Live chat support (8 hours/day, 5 days/week)	✓
Accelerated response	✓
CUSTOM ONSITE WORKSHOPS—TOTAL	Up to 3

SAMPLE WORKSHOP TOPICS INCLUDE:

- Setting Up Students
- Recommended Usage
- Reporting Tools Overview
- Teacher Modeling
- Data Integration
- Implementation Best Practices
- Personalized Learning Pathways
- Standards-Aligned Curriculum
- Preparation for Next Generation Assessments

Questions? Please contact us at customersuccess@imaginelearning.com.