Welcome to the Customer Support Manual

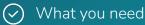
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What you will find in this manual

Available service channel (\checkmark)



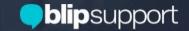
What you need to access the channels

\bigcirc How to open a service ticket

- Ticket types and response time \bigcirc
- Blip Smart Contact $\langle \checkmark \rangle$
- Service Portal (\checkmark)



Available channels



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All service channels and SLA rules are detailed in the contract

	Documentación	Foro	Portal de Atención	e-mail	WhatsApp	Teléfono
Trial	~	~	•	•	•	•
Startup	~	~	4	~	~	•
Lite	~	~	~	~	~	•
Plus	~	~	~	~	~	•
Super	~	~	~	~	~	*
Enterprise	• •	~	~	~	~	✓*



What you need to access the channels

If you have already followed the steps on the side, just enter your access credentials

(!) Be a paying customer

Have a contract on Startup, Lite, Plus, Super and/or Enterprise plans. Learn more by clicking <u>here.</u>

(!) Be a Blip user

Not a blip user yet? See how to be added by clicking <u>here.</u>

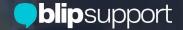
- Be on the scope of the contract associated to the plan or paid bot team. Not part of the bot team yet? See how to be added by clicking <u>aqui.</u>
 - () After logging into Portal Blip, configure the Language of use in "Preferences".

To get in contact with our team and have the best experiences, just configure your information by clicking <u>here</u>.



w would you like to talk to us

lack important is that we answer as your questions. Where the encory yours (



How to open a service ticket?

The importante is that we answer all your questions. Where? This choice is yours! 😉



Problems to open a service ticket? Send an email to suporte@blip.ai

Ticket types and response time



There are currently 3 categorizations that can be chosen when opening a ticket:

Doubt: Clarification of doubts related to the use of BLiP after signing the BLiP Plan contract.

It is characterized by a question, an open question, a request for guidance on some difficulty on the Blip platform or the report of something that is not working, caused by settings made by the client on the platform.

Task: Open and formal request from the customer for any type of change, configuration and extraction to be provided to the customer, which can only be performed internally by Blip.

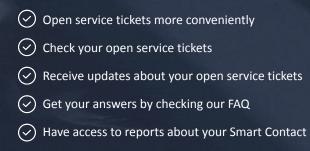
For example:

Information about services, logs, report data, deletion of data, WABA information (WhatsApp account), etc., as long as it does not generate any unavailability in the contracted service. **Incident:** It is any unexpected event that causes interruption, instability or loss of performance in the service contracted by our customers. It is an internal event that can occur in the Blip system in general or localized, reaching some of the system's components, such as a specific service, or a certain segment of customers.

The SLA (Service Level Agreement) is detailed in the following documents according to the type of customer plan:

- Business, Start, Lite and Plus plans
- Enterprise and Super Plans:

Meet the Smart Contact Blip





Blip Chat bit.ly/3XBqglR

WhatsApp +55 31 3349-6201 wa.me/553133496201

Useful links





