



Welcome to the Customer Support Manual

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What you will find in this manual

- ✓ Available service channel
- ✓ What you need to access the channels
- ✓ How to open a service ticket
- ✓ Ticket types and response time
- ✓ Blip Smart Contact
- ✓ Service Portal
- ✓ Useful Links



Available channels

All service channels and SLA rules are detailed in the contract

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

* : Channel available in case of escalation of the ticket



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 [here](#).
- ❗ **Be a Blip user**
Not a blip user yet?
See how to be added by clicking [here](#).
- ❗ **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 [aqui](#).
- ❗ **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 [here](#).

How to open a service ticket?

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



Portal



Whatsapp

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

- ✓ Open service tickets more conveniently
- ✓ Check your open service tickets
- ✓ Receive updates about your open service tickets
- ✓ Get your answers by checking our FAQ
- ✓ Have access to reports about your Smart Contact



WhatsApp

+55 31 3349-6201

wa.me/553133496201



Blip Chat

bit.ly/3XBqglR

Useful links

[API Reference](#)

Access the technical knowledge on Blip Platform and several code examples, which are the minimum concepts necessary to exploit all the power of Blip



[Blip Status](#)

Track the status of Blip Platform



[Forum](#)

Blip Forum is a place where we share experiences and tips about chatbot creation, smart contact, and conversational experiences.



[Blip AMA \(Ask Me Anything\)](#)

Questions about chatbots and smart contact? Blip AMA (Ask Me Anything) is a live weekly event that Blip place every Thursday at 3pm.

[Cases](#)

Check out our results in practice with successful cases of Smart Contact

[Help Center](#)

Get all your answers about Blip with the tutorials from our knowledge basis



[Blip Ideias](#)

Bring your ideas so that we can consider them in the design and development of future product updates.



[Changelog](#)

Stay in the improvements and news implemented on Blip. Constant evolutions of the portal, with Specific information that directly impact on their use.

[Templates](#)

Check and use templates created by the community to make it easy the creation and implementation of chatbots

[Policies](#)

Public information on information security



: link available only in portuguese at the moment

