

# Workfront Support Policy

The attached documents are Confidential, Proprietary, and Trade Secret Information (“Confidential Information”) of Workfront and are provided solely for the purpose of evaluating Workfront with the understanding that such Confidential Information will be disclosed only to those who have a “need to know.” The attached documents constitute Confidential Information as they include information relating to the business and/or products of Workfront (including, without limitation, trade secrets, technical, business, and financial information) and are trade secret under the laws of the State of Utah and the United States.

## Table of Contents

Introduction.....	3
Customer Support Programs.....	4
Customer Support Program Feature Descriptions.....	5
Submitting a Customer Support Request.....	8
Support Requests Definition.....	9
Support Request Handling.....	10
Support Request Target Resolution Times.....	11
Defect Resolution Process .....	12
Escalation Process.....	14
Scope of Support.....	15
Product Upgrades.....	16

# Introduction

Workfront offers comprehensive Customer Support Programs to Workfront clients. This document describes the policies that govern the Workfront Customer Support Programs. It defines the Customer Support Programs, their coverage levels, priorities and response times.

Should you require further information, please contact your Workfront Client Executive.

## Customer Support Programs

We are committed to helping you make your Workfront solution a success. We understand that each business has unique needs, and our Customer Support Programs are designed to let you choose the right fit for you.

The Workfront Customer Support Programs are:

Customer Support Program Features	Standard	Select	Premium
Training	Access to all Standard Training Classes (Live and Self-Service)	Access to all Standard Training Classes (Live and Self-Service)	Access to all Standard Training Classes (Live and Self-Service)
Support Hours of Access	12x5 <sup>1</sup>	24x5 <sup>2</sup>	24x7x365 – Critical & High 24x5 <sup>3</sup> – Med & Low
Authorized Support Contacts	2	4	6
Assigned Support Engineer	Available for purchase	Available for purchase	Available for purchase
Target Initial Response Times	Standard	Select	Premium
Urgent	2 hours	1 hour	30 min
High	4 hours	2 hours	1 hour
Normal	1 business day	4 hours	2 hours
Low	2 business days	1 business day	4 hours

- 12x5 defined as:  
Americas: 6am-6pm, M-F, Mountain Time (MT)  
Europe, Middle East and Africa: 6am-6pm, M-F, Greenwich Time (GT)  
Asia Pacific: 6am-6pm, M-F, Australian Eastern Time (AET)  
Excludes local holidays.  
Geography determined by Customer billing location on record.
- 24x5 defined as: 6pm Sun – 6pm Fri, Mountain Time (MT)
- 24x5 defined as: 6pm Sun – 6pm Fri, Mountain Time (MT)

For information on the legacy Workfront Support Programs (Basic, Silver, Gold and Platinum; or Standard, Preferred and Enterprise), see <https://www.workfront.com/legacy-support-programs.pdf>

Support Levels and policies for the ProofHQ platform may vary from Workfront support as described in the Policy. Those details are available upon request.

## Customer Support Program Feature Descriptions

### Training

With Workfront Training, a company can train all of its users as often as needed. Workfront Training lets Customers train users as they deploy Workfront, provide ongoing training to build power users throughout their organization, and train new users as they come on board. Workfront Training provides instructor-led courses and On Demand eLearning courses.

Workfront instructor-led courses are delivered online, utilizing our virtual classrooms. The Workfront Virtual Training courses are web-based courses with video instruction and online exercises and quizzes. New courses are continually being developed and updated as the Workfront solution continues to grow and evolve. For more information on these and other Workfront Training offerings, see [the Workfront Help Center](#).

### Authorized Support Contacts

Workfront recommends that each Customer have a Core Team with trained Sys Admins, some or all of whom are set up as Authorized Support Contacts. Authorized Support Contacts may open and manage Workfront Customer Support Requests on behalf of their company and end users. To manage the Authorized Support Contacts for your company, contact Customer Care.

### Assigned Support Engineer

The Assigned Support Engineer (ASE) program gives customers direct access to an experienced, named technical support engineer. Each Assigned Support Engineer has responsibility for a group of Customers who may contact him/her directly for assistance with any Customer Support request. The ASE is available during local business hours, as follows:

- Americas: 8am-5pm Mountain Time, M-F, US holidays excluded
- Europe, Middle East and Africa: 8am-5pm Central European Time, M-F, local holidays excluded

Other locations may be arranged on a case-by-case basis.

For Customer Support assistance outside defined business hours, ASE Customers should open a Customer Support Request with the Workfront Support Center through the Workfront Help Center or by calling Customer Care.

When a Customer's assigned ASE is not available due to personal time off, training, or holiday, etc., another ASE will be assigned to provide support in their absence.

## Customer Support Initial Response Time and Request Priorities

Each Customer Support Request is assigned a priority by Workfront based on the technical severity of the request. The combination of Customer Support Program and Request Priority determines the Target Initial Response Time and Hours of Access.

Request Priority is determined by:

- The Customer’s ability to use the software to execute the intended business function;
- The extent to which the Customer is unable to perform that function; and
- The impact on the Customer’s business of not being able to perform the standard use of the function as designed by Workfront.

Priority	Recommended Contact Method	Description
<b>Urgent</b>	Telephone	Workfront in production environment is not available or is critically degraded, and no acceptable workaround or alternative solution is available.
<b>High</b>	Telephone or Web	Workfront in production environment is seriously impacted; key features or business workflows are not usable; implementation project is unable to continue; no acceptable workaround or alternative solution is available.
<b>Normal</b>	Telephone or Web	A Workfront feature or business workflow is restricted but operational; a workaround may be available.
<b>Low</b>	Web	The usability of the Workfront application is generally unaffected; this may be a request for information or assistance, an enhancement request, product feature clarification, or request for a change to product documentation.

## Resources

### Customer Care

Workfront Customer Care is available during a Customer's Support Hours of Access to answer Workfront questions or direct the Customer to the appropriate Workfront resource for assistance. To contact Customer Care:

- Call 844-306-4357 (HELP) or 44-1256-274200
- Email [customercare@workfront.com](mailto:customercare@workfront.com)

(For Urgent Priority requests, please call.)

### Customer Success Portal

The Workfront Customer Success Portal, [workfront.com/customer](http://workfront.com/customer), is your starting point for the Workfront Help Center and Workfront Community.

\* Help Center: [support.workfront.com](http://support.workfront.com) is the direct link to the Help Center, where you can find product documentation, technical support answers, training, submit feature requests, and more. Authorized Support Contacts may also open support tickets from Help.

\* Community: The Workfront Community is a space where you can connect with other customers. You can share best practices and tips, ask for ideas, and engage with other customers in user groups and forums.

### Phone Technical Support

Authorized Support Contacts may also call Customer Care, and a Customer Care Representative will either provide general assistance or open a ticket for the next available Customer Support Representative. All tickets logged over the phone are also accessible via the Help Center.

## Submitting a Customer Support Request

Support requests can be created in the following methods:

Contact Method	Details
Telephone	(Toll Free) +1 844-306-4357 (HELP) (Direct UK) +44 1256-274200
Web	<a href="https://support.workfront.com">https://support.workfront.com</a>

## Submitting a Customer Support Request

A Support Request is a single, reproducible problem, issue, symptom or question relating to the Workfront software that requires assistance to resolve. Workfront will work with the Authorized Support Contact to resolve the Support Request. Examples of how requests may be resolved (closed) include:

1. The Customer tells the Customer Support Engineer that the Support Request is resolved or that it may be closed.
2. The Customer Support Engineer schedules a date to close the request with the Customer provided the Customer has not responded, and that date arrives with no further contact from the Customer.
3. The Request is found to not be due to any error in the Workfront software but that it is working as documented. Supporting information is provided to the Customer and the issue is closed.
4. Information is provided to the Customer on how to correctly use the Workfront software.
5. A workaround to achieve similar results is provided and accepted by the Customer.
6. The Customer is informed that a version release that contains the required correction is scheduled. The issue will be closed after the fix has been deployed and verified by the Customer.
7. The Support Request is a feature, enhancement or change in functionality request, and a Feature Request has been created. At that point, further updates on the Feature Request will be handled through the Feature Request process.
8. The Support Request is identified as a third-party vendor problem, and the Customer agrees that the Support Request can be referred by the Customer to the third-party for resolution.
9. It is determined that the Customer would benefit from additional training on the Workfront software and recommendations are made accordingly.
10. The Request cannot be reproduced in a standard environment or is so intermittent in nature that it cannot reasonably be isolated as a Workfront software error.
11. The Support Request has been open for more than 5 consecutive business days awaiting a response from the Customer.

## Support Request Handling

There are typically four phases in resolution of a Customer Support Request. These are:

Phase	Description
Initial Response	<p>A Customer Support Engineer is assigned to the Customer Support Request and responds to the Customer contact letting them know that they are ready to work on the request.</p> <p>The initial response time is calculated as the elapsed time between the Customer Support Request creation and the Customer Support Engineer response. The entitled Hours of Access for the Customer's Support Program are counted during the initial response time calculation (e.g. a Standard Support Customer request with Normal Priority created at 4:00pm MT on Friday that is responded to at 9:00am MT on Monday has an initial response time of 3 hours.)</p>
Analysis / Problem determination	<p>The Customer Support Engineer will work to analyze and identify the nature of the problem. This phase may require the Customer to assist, provide information or test scenarios. This phase continues until a solution or workaround has been provided.</p>
Monitor	<p>A potential solution to the problem has been provided to the Customer, and the assigned Customer Support Engineer is awaiting feedback from the Customer to verify that the solution resolves the request.</p>
Closure / Resolution	<p>The solution or workaround provided has been confirmed to resolve the request. If a Customer does not respond with confirmation within 5 business days after receiving a proposed solution, the request may be closed.</p>

## Support Request Target Resolution Times

Customer Support Requests requiring product code changes are not held to the corresponding Resolution Time Targets; however, in the case of a product defect, reasonable attempts will be made by Workfront Customer Support to supply a workaround. Customer Support Requests are often resolved more quickly than these target times.

Target Resolution Times*	Standard	Select	Premium
Urgent	1.5 Days	1.5 Days	1 Day
High	4 Days	3 Days	2 Days
Normal	15 Days	7 Days	4 Days
Low	20 Days	10 Days	7 Days

\*Priorities as defined in section "Customer Support Initial Response Time and Request Priorities".

## Defect Resolution Process

The above Target Resolution Times do not apply to Customer Support Requests reported to Workfront that require a software fix. In the event that a software fix is required, Workfront will take reasonable measures to ensure a timely resolution, in keeping with our current standards for software development, testing, and release.

The following outlines the path taken when a product defect is reported to Workfront:

1. Customer reports the issue to Workfront Customer Support and a Customer Support Request is created.
2. Workfront Customer Support works with the Customer to determine if the issue is a software defect and to document the symptoms and the steps to duplicate.
3. Once the issue has been clearly documented, it is escalated to a Workfront Customer Support Escalation Engineer. The Escalation Engineer performs additional troubleshooting and problem isolation as necessary and creates a defect report of the issue. The Escalation Engineer is now the primary owner of the issue and will work directly with the Customer when updates, further troubleshooting, solution validation, and other communication about the issue are required.
4. The defect request is reviewed by the Workfront Quality Assurance team, further isolated or tested in test environments as needed, and assigned to a Product Development team.
5. The Product Development Team reviews the defect, prioritizes it and assigns it to a developer.
6. Development resolves the software defect and assigns it back to Quality Assurance to verify the fix.
7. Quality Assurance verifies the fix and confirms the patch date for the specified defect.
8. On the determined patch date, the fix is deployed to the On-demand system.
9. The Customer Support Escalation Engineer updates the Customer throughout this process as the status of the fix changes. When the fix has been deployed, the Escalation Engineer contacts the Customer and asks them to verify the fix in their environment. When the fix has been verified, the Customer Support Request is closed.

Defect Severity	Description	Escalation Level
Critical	Workfront in production environment is not available or is critically degraded, and no acceptable workaround or alternative solution is available.	CTO Director of Q/A EVP Customer Success VP of Customer Support Other resources as necessary
High	Workfront in production environment is seriously impacted; key features or business workflows are not usable; implementation project is unable to continue; no acceptable workaround or alternative solution is available.	Customer Support Manager Q/A Manager VP of Customer Support Other resources as necessary
Medium	A Workfront feature or business workflow is restricted but operational; a workaround may be available.	Escalation Support Engineer Product Development Team
Low	The usability of the Workfront application is generally unaffected. May include documentation changes.	Escalation Support Engineer Product Development Team

## Escalation Process

At any point during the Support Request Resolution process, a Customer may request management escalation of their Request. Customers should begin with step 1 and proceed to the next step if the concern is not addressed to their satisfaction, and so forth.

1. Contact the assigned Customer Support Engineer for the Customer Support Request and express the concern and desired action. In the event that the Customer Support Engineer is not available, the Customer may call Customer Care and request to speak with the next available Support Engineer.
2. Contact the assigned Customer Support Engineer's manager. This may be done either by asking the assigned Customer Support Engineer for their manager, or by contacting Customer Care and asking to speak with a manager. The Customer will either be put in touch with the assigned Support Engineer's manager or with the next available manager.
3. Contact the VP of Customer Support by calling Customer Care.
4. Contact the Executive Vice President of Customer Success by calling Customer Care.

## Scope of Support

Support is provided whereby the Customer identified problem or Request is a reproducible problem and the Request or symptom relating to the Workfront software requires assistance to resolve.

Examples of support requests that are included within a Workfront Support Program include:

- The Workfront software does not perform substantially in accordance with the current documentation.
- The Customer is unable to gain access to the Workfront software.
- The Workfront software does not appear to be operational.

Examples of requests that are NOT included within a Workfront Support Program include (but are not limited to):

- Requests arising from the completeness, accuracy or quality of data.
- Changes to the Customer technical infrastructure.
- Changes to the Workfront system that would normally relate to implementation activities, such as modifications to business rules, set-up, or configuration.

For requests where professional services or additional training is recommended, the Customer may contact their Client Executive to request additional Workfront or partner services that are not included in the support programs.

## Product Upgrades

The Workfront product will be updated on a regular basis. This is a SaaS product and as such, new releases occur with prior notification via the Workfront Announcement Center and Help Center. All Customers are on the same current version and do not have an option to be on a previous version.