



1. Contact Information

- a. Who is the contact for Support requests? Who should we use as an escalation point for those requests?** *All accounts are assigned a dedicated support team that will serve as the main POC. Once the customer is onboarded, these contacts will be introduced to them. However, for our partners, please email channelquestions@thrivenetworks.com to answer any questions related to your accounts. The support team is for client authorization only.*
- b. Who is the Channel Manager?** *Email channelquestions@thrivenetworks.com for all Channel related matters (Commission, Customer Inquiries, New Opportunities, etc.) Primary POC for everything channel and all accounts tied to a channel partner.*
- c. Do you have Account Managers? If so, what are their contacts? Who is their escalation?** *The order is evaluated and during the onboarding project, the support team is established and introduced.*

2. What is the best order submission process and associated contacts?

The clients support team would be leveraged in this case and provide necessary documentation for them. Added information needed by Partner would have to come from Channel Manager.

3. How do we make a Partner an authorized contact on the customer account?

We need approval from the customer via email and then can get that information added into our system. However, tools such as the portal, are built to be solely client facing so the Channel Team needs to be used to access any approved client details.

4. What online portals/tools will be available for the customer?

Our brand new Client portal allows customers to submit tickets, track progress, modify licenses, etc. Someone from our onboarding team will reach out for initial introductions, then a Project Manager will be assigned who will walk the client through the portal and all of the different features and use cases.