

Named Support Contact



Set your Verkada deployment up for success with a Named Support Contact (NSC). You will have consistent experiences working with the same person each time. Your NSC is best prepared to solve any issue as they know your environment and your priorities. Meet often and gain valuable insights from your account's support metrics. Reach out to your NSC during their business hours. Other-times, you will always have a quick response by working with our Support team.

Key Features

Named Support Contact

- Direct phone line to your NSC during business hours
- Personalized support from your dedicated NSC who knows your system and priorities
- Consistent response and support experience

Operational Analysis

- Personalized support metric review
- Review of recent issues and trends
- Status of and path forward on open issues
- Quarterly meetings with Verkada management

Top-Notch Support

- 24/7 access to the support team
- Defined escalation path to ensure timely resolution of critical issues
- Root Cause Analysis of major outages

Comparison

Service	Standard Support	Named Support
Chat/Email/Phone Support	✓	✓
24/7 Support	✓	✓
Knowledge Base	✓	✓
Advanced RMA	✓	✓
Named Support Contact		✓
Operational Analysis		✓

Questions & Answers

1. How do I engage my named support contact?	You'll have your NSC's phone number and email that you can reach out to directly.
2. What are the hours that I have support from the NSC?	7 AM - 4 PM PST, Monday to Friday
3. If I have an NSC, can I still open normal support cases?	Yes, you can open normal support cases. Your named contact will be aware of all the cases.
4. What if I have a case or an emergency after normal business hours?	Please contact the normal support queue and they will direct you to your NSC or another support engineer to solve the immediate problem.
5. Will my cases always be handled by the same person, the same NSC?	Yes if you reach out to your NSC. If you reach out via the normal support channel, your NSC will be notified, but the person working the case may be someone else.
6. What does the NSC do for me aside from handling support cases?	Your NSC will also provide operational analyses on a regular cadence which involve reviewing your org's support metrics, recent issues and trends, and diving into the root cause of support issues.
7. How long can I choose to have the NSC and what if I no longer want the NSC some point in time?	<p>You can choose fixed terms (1 yr or 3 yr) or a custom term that aligns with the rest of your software licenses, similar to how you purchase other software licensing.</p> <p>If you no longer wish to carry the NSC, please let us know immediately. We will remove the NSC support for you. The remaining credit will be applied to your overall software licensing terms.</p>
8. What if my NSC leaves Verkada?	We will immediately provide you with a new named support contact.
9. Can I change my NSC?	Yes, please reach out to your account executive to discuss further.
10. Will my NSC do all the work on all of my cases?	Your NSC will head up the communication and drive cases to resolution, but may involve additional support engineers as needed to diagnose issues.