

# **Wrike Premium Support Plans**

Want to optimize your workflows and boost productivity?
Wrike is the ideal solution for achieving these goals.
However, issues can arise, technical challenges may
emerge, and unobvious workarounds might go unexplored

A Premium Support package is your fast-track ticket to the top of the queue across all channels, with swift problem resolution and effortless expert assistance.

## **Premium Support features**

- all of which can impact your chances of success.



#### 1-hour response time

We guarantee a first response to all web form inquiries within 1 hour. This is particularly valuable for businesses that rely heavily on Wrike functionality to operate smoothly. Rapid response time also minimizes negative impacts on operations and productivity.



#### **Dedicated phone line**

Premium Support customers have access to a direct support phone line 24/5, including bank holidays. This means guaranteed access to expert help for the most urgent cases.



#### Workspace live chat

Workspace live chat offers the capability to connect seamlessly with support experts in real time directly from your Wrike workspace, leading to faster case resolution.



#### Weekend support

We also offer support via web form and on-demand callbacks on Saturdays and Sundays, ensuring timely solutions for businesses operating 24/7.





# **Premium Support Plus features**



#### **Designated support team**

A designated team of 1-3 support engineers will work with your account admin team on all their support requests, including automatic chat and email routing. We build a relationship with this team and keep comprehensive documentation of all past cases and configurations, improving future case resolution.



#### **Support reports**

This is your insight into support activity trends. You receive monthly reports on your support tickets, including volume, top subjects, and requesters. The reports can be customized to meet your business needs.



#### **Governance support**

With clear ownership of your support experience, we can align our approach to assisting you with your internal guidelines and governance, ultimately reducing friction and improving case resolution for your users.



#### **Proactive issue monitoring**

We take product issues very seriously, and all incidents are clearly classified based on severity. We provide service-level objectives and proactive updates, so you can always stay on top of every case.

# **Industry leaders relying on Wrike Premium Support**





















### What our customers say



"The 24/7 support is extremely important. They're very quick compared to any other software we're using. I'm really pushing people to use the live chat; when teammates come to me with questions, I direct them to the live support. You just click a button and they respond instantly. I find them extremely professional, approachable, really patient, and quite knowledgeable. If I'm stuck, they often give me suggestions on how to get around that problem more efficiently. Maybe they'll say, 'Oh, you don't want to be using the dashboards for that. You should be using the calendar instead."

Soraya Jung, Process Manager at MB92 La Ciotat

# Find the right Wrike Support package for you

		Standard	Premium	Premium +
Available channels	Web form	$\checkmark$		
	Help Center live chat	$\checkmark$	<b>✓</b>	$\checkmark$
	Callbacks	$\checkmark$		
	Dedicated phone line			
	Workspace live chat			
Support on weekends				
1-hour first response time				
Fast track across all channels				
Designated support team	Single point of contact for your admin team			
	Proactive monitoring of all ongoing issues			
	Account governance support			
	Monthly reports on support tickets			

To learn more about how Wrike Premium Support plans can help drive value for your business, please reach out to your account team.

