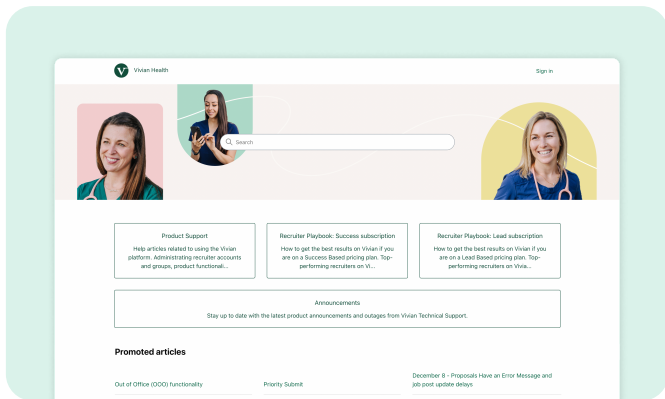


vivian

Self Serve Support Plan

Vivian's Self-Serve Support Plan empowers customers to get the most out of their subscriptions using online resources that are available and accessible at all times.

Who is it for: Customers whose monthly subscriptions are below \$5,000.

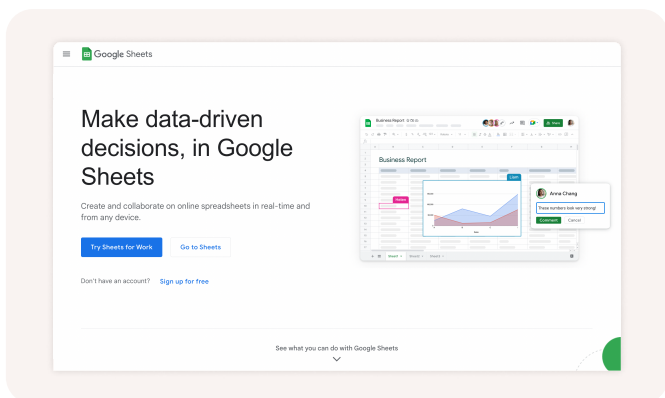


Help Center:

Instant access to information

The Help Center is your first line of defense. It provides detailed information on how to use Vivian, best practices and troubleshooting guidance, all in one place. It also gives you immediate visibility for any known issues on the platform, including the steps Vivian is taking to resolve those issues.

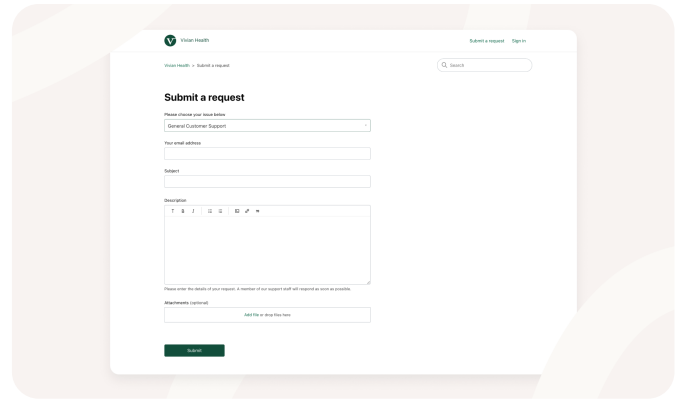
You can access the Help Center by visiting [this link](#) or finding it in your Vivian Dashboard.



Job feed management:

A more flexible solution

Vivian will support any new integrations via Google Sheets. This solution provides a flexible way for Vivian customers to maintain and update their jobs as needed without having to wait on engineering requests from us.

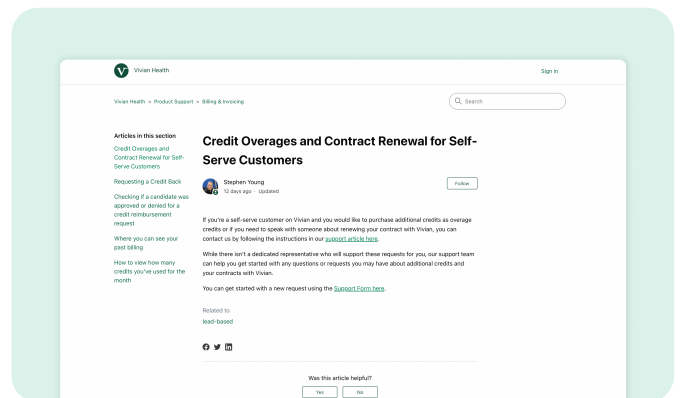


Technical Support Team:

Expert assistance when needed

The Technical Support Team is available to assist customers with questions the Help Center can't answer, providing personalized support when needed.

Visit [this link](#) to submit a request.



Contract Renewals and Credit Overages:

Also available in the Help Center

You can also find information on requesting more credits or renewing your contract through our Help Center.

Visit [this link](#) to learn more.