

Customer Success Engagement Guide



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Customer Success With JumpCloud

At JumpCloud, our mission is to help organizations securely manage their users and connect them to the systems, applications, data, and networks they need. We're driven by our goal of providing customers the efficiency, control, flexibility, scalability, and peace of mind regarding their IT landscape that they deserve. The JumpCloud Customer Success team helps to achieve this reality through unmatched engagement and customer service. As our customers continue to grow in the ever-changing technical landscape around us, our products and services continue to evolve to secure your most important resources.

Our Passion

We are passionate about our platform and its users — it's the very fabric of our team culture. While navigating through an identity management transformation, expect that:

- We will be deeply committed to the success of our customers and partners and their business goals.
- We will support JumpCloud adoption across-the-board; from implementations and integration guidance, to ongoing education, and issue triage.
- We will show how excited we are about our role and the value we provide to our customers.

Our Quality Standards

- We solve problems as a team; we don't solve problems by ourselves.
- Customer satisfaction is high because of our knowledge and commitment to being trusted advisors.
- We ensure that timely engagement and a frictionless experience remain core to the JumpCloud experience.



The Success Experience

The information contained in this document serves as your guide to understand the tools themselves as well as the teams of experts that help drive your successful adoption and use of JumpCloud's platform. This guide also tells you how to best engage with your Success team and can serve as a reference point regarding the overall experience you can expect from our team.

Team Roles and Responsibilities

Role	This role
<p>Customer Success Manager (CSM)</p> <p>CSMs' sole purpose is to ensure you reach your objectives with the JumpCloud platform by providing guidance and support across all customer initiatives.</p>	<ul style="list-style-type: none"> • Provides oversight and guidance for all product features, onboarding assistance, product feature request management and advocacy, discussion facilitation with internal stakeholders, and more • Helps to build Customer Success Plans, establishes critical goals or other key performance indicators, and helps customers achieve their goals • Acts as the JumpCloud liaison for questions, issues, and escalations • Works with JumpCloud Support, Product Management (i.e., roadmaps), or other teams as needed to support customer needs • Manages account escalations • Supports customers in identifying and recommending training opportunities
<p>Customer Success Engineer (CSE)</p> <p>CSEs are troubleshooting professionals skilled in the technical aspects of JumpCloud that engage directly with customers to resolve break-fix issues and answer product questions.</p>	<ul style="list-style-type: none"> • Scopes and defines customer-submitted technical issues • Evaluates overall user and business impact for alignment of severity and service levels • Troubleshoots customer issues through analysis, review, and reproduction • Works as a liaison with engineering for any defect or service-related issues • Provides relevant updates and statuses until resolution is achieved
<p>Account Manager (AM)</p> <p>AMs support customers' commercial relationships with JumpCloud, which involves ensuring that each customer's options to grow with us are clear, regularly updated, and relevant to their business goals.</p>	<ul style="list-style-type: none"> • Supports with licensing and contract discussions while ensuring each customer is receiving a return on their investment in JumpCloud • Arranges executive alignment when required • Partners closely with CSMs to make sure the customer's goals are achieved

Professional Services

Customers who purchase a Professional Services package will be assigned a dedicated member of the Professional Services team.

Members of the Professional Services team are experts on integrating JumpCloud with customer environments and providing best practices and guidance for various architectures. They work as advisors for all platform solutions, focusing on fit, connectivity, education, and configuration.

- Works to understand and determine best technical fit while accomplishing desired outcomes in each customer's environment
- Provides solution pathways through the use of best practices and training centered around the customer's specific JumpCloud use cases
- Delivers project planning assistance to align configuration milestones with each customer's timeline
- Helps to execute a project correctly due to deep technical expertise in Cloud Directory, SSO, MDM, MFA, and more



Team Roles and Responsibilities

Category	What we can do:	What's needed:	Who's needed:
Customer Infrastructure and Configuration	Provide guidance on how to best implement JumpCloud into customer-specific environments	Management of the environment, as our support and implementation teams are unable to make changes to customer environments	Professional Services
Product Roadmap (Feature Requests)	Work with our Product team to provide roadmap and timing information	An understanding of the feature request(s), level of need and priority, along with any accompanying business requirements	CSMs
Product Training	Host weekly webinars and steer customers to JumpCloud University which provides a great introduction to JumpCloud's platform	Information on which areas of training help administrators the most	Professional Services CSMs
JumpCloud Security	Provide a well-thought-out approach to security , because security is at the heart of JumpCloud	A list of security or audit compliance requirements	Professional Services CSMs
Migration Services	Take the worry out of migrating your critical data from Active Directory or Okta with JumpCloud's Migration Services. This includes scoping the entirety of your project, developing an agreed-upon project plan, and migrating all customer data according to that plan.	A list of your requirements, any deadlines, outcomes, and platforms that need to be migrated to JumpCloud	Professional Services
Break-Fix and Technology	Determine the root cause of problems in an environment that is related to JumpCloud's platform	Refer to Engaging with JumpCloud Support later in this guide for a list of information and logging	CSEs

The Support Experience

JumpCloud's Support team is available to customers throughout the JumpCloud adoption experience to answer questions and help with any break-fix issues that may arise. In this section, learn about our support tiers, issue severity levels, service level agreements (SLAs), and the different ways to engage with JumpCloud Support.

Support Eligibility

→ Premium Support

Customers and partners can opt for 24x7x365 priority support access via phone, email, and chat through JumpCloud's Premium Support offering. This support level is ideal for all customers and partners, especially those interested in efficiency, security, and maximizing their identity and access management (IAM) investments.

→ Standard Support

Customers and partners who are currently engaged in month-to-month or annual contract billing plans receive the benefit of JumpCloud's support assistance. See the detailed support terms in the Service Level Agreements section of this guide.

→ Free Support

Our Help Center access is available to free trial customers and partners. If free trial customers or partners are interested in purchasing JumpCloud, they can enter a sales cycle through our sales team.

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Service Level Agreements (SLAs)

	30-Day Free Trial	Standard	Premium Services
Pricing	Get started with 24x7 in-app support for full 30-day trial Get Started	Weekday support Browse Packages Included in all paid packages	All access support with top uptime SLA Browse Packages Included in Platform Prime Package OR \$2/user/mo
Priority Access			
Support Method and Time	24x7, for full 30-day trial	Weekday business hours only	24x7x365
Help Center			
Email Support			
Chat		Regional holidays excluded	
Phone			
First Response Time SLA			
Severity 1 Entire loss of functionality; sever operationality impact. Majority of users impacted.		4 hours	1 hour
Severity 2 Major loss of functionality and operations. High user impact.		8 hours	2 hours
Severity 3 Partial, non-critical issue; operations not severely impacted. Low user impact.		Next business day	4 hours

Engaging JumpCloud Support

Before contacting JumpCloud Support, customers and partners are encouraged to review our [Help Center](#). If no solution is found through those means, support requests can be submitted by active administrators associated with the JumpCloud or Partner account. Note that further authentication of your identity may be required for security reasons. Be sure to provide as much detail as possible, which in turn provides a faster resolution. This information includes, but is not limited to:

- **Detailed issue description**
- **Troubleshooting actions taken**
- **Date/time issue was recognized**
- **Pertinent error messages and screenshots**
- **Relevant JumpCloud resources (users, systems, groups, applications, etc.)**
- **Applicable OS logs:**
 - **Windows:** C:\Windows\Temp\jcagent.log
 - **Mac & Linux:** /var/log/jcagent.log
- **Applicable service logs:**
 - **AD Import:** C:\Windows\Temp\JumpCloud_AD_Integration.log
 - **AD Sync:** C:\Program Files\JumpCloud\AD Sync\adsync.log

Contacting Support

→ Admin Portal

You can contact Support from two places in the Admin Portal:

1. Your JumpCloud account menu:
 - While logged in as an Administrator at console.jumpcloud.com, click your email address in the top right.
 - Click "Contact Support".
2. The Support tab:
 - While logged in as an Administrator at console.jumpcloud.com, click "Support" at the bottom of the left-hand navigation bar.
 - Under "Not finding the help you need?" click "Contact Support".

→ Chat

Accounts on the 30-Day Trial have access to the chat in the Administrator Portal for free for the duration of the trial. Standard Support customers will have access to our SupportBot AI which has been trained to help answer your technical questions.

Premium Support customers can contact Support via chat:

1. Log in to the Admin Portal.
2. In the bottom of the left-hand menu, click on "Chat".
3. The JumpCloud Chat Messenger will appear in the bottom right-hand side of the Admin Portal.
4. Click "Send us a message," and then click "Live Chat with a live Support Engineer".
5. Select a topic for the issue (e.g., Windows) and type in a subject. This will help our Support Engineers better understand the issue. The chat conversation will then be routed to an available Support Engineer.
6. Add any additional information, screenshots, or errors into the chat while the conversation is being assigned to the next available Support Engineer.

→ Phone (Premium Support Only)

Premium Support customers can contact Support via phone by providing their personal PIN to get connected with JumpCloud Support. Contact information and PIN are provided with a contract.

Australia	6118-0095-3592	Israel	9721-8093-49196
Brazil	5580-0891-3820	Singapore	6580-0321-1484
Canada	1-800-931-9627	United Arab Emirates	9718-0003-21262
France	338-0598-8144	United Kingdom	4480-0066-8529
India	0008000503382	United States	1-855-481-9316

Additional Content and Resources

Resource Hub →

JumpCloud's resource hub houses a variety of useful resources including, but not limited to, eBooks, whitepapers, case studies, webinars, podcasts, videos, and guides.

JumpCloud University →

JumpCloud University (JCU) is a free education hub for all learning styles that's designed to equip admins with the training and knowledge needed to be successful with JumpCloud. In JCU, you'll find interactive courses, short tutorial videos, hands-on practice, and help from JumpCloud experts. You have the flexibility to learn and explore freely in JCU — whether you want to dive into a specific topic or complete a full series.

Community →

The JumpCloud Community is a place for customers, partners, and IT professionals to connect, share best practices, and learn from each other.

FAQ →

The FAQ is where answers to common questions about JumpCloud as a company and JumpCloud's products and services reside.

Help Center →

The Help Center encompasses all of our written support documentation. The Help Center is a great first stop for administrators looking to understand a functionality or troubleshoot an issue.

Whiteboard Videos →

Our whiteboard videos and other useful content can be found on YouTube. These videos go over different functionalities within JumpCloud's open directory platform with a more visual approach that helps illustrate concepts end to end.

JumpCloud® helps IT teams **Make Work Happen**® by centralizing management of user identities and devices, enabling small and medium-sized enterprises to adopt Zero Trust security models. JumpCloud has been used by more than 200,000 organizations, including GoFundMe, Grab, ClassPass, Beyond Finance, and Foursquare. JumpCloud has raised over \$400M from world-class investors including Sapphire Ventures, General Atlantic, Sands Capital, Atlassian, and CrowdStrike.



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