



# UKG Support Model

## Support That Works How You Work

### Your personalized and proactive approach to success

At UKG, we've designed a support model that puts you at the forefront. Our goal is to provide you with personalized and proactive assistance throughout your journey, ensuring you get the most out of our products and services.

#### Dedicated expert teams

Just like your team has specialists in various areas, we've aligned our teams with specific expertise in HR, payroll, time, tax, and other specialty areas. This means you'll have a dedicated group of professionals ready to address your unique needs promptly and efficiently.

#### Building personal connections

We believe in fostering strong relationships, which is why you'll consistently work with the same team. This continuity helps build trust and confidence in the ability of UKG to help you achieve your goals.

#### Anticipating your needs

By understanding your organization deeply, we strive to anticipate your needs before they arise and be there for you during unexpected challenges.

#### Cross-product knowledge

Your dedicated Success Krew possesses diverse knowledge across all UKG products. This means you won't be bounced from team to team when encountering an issue. Instead, your dedicated team will work together to resolve the problem swiftly, regardless of the product involved.

### Our support model in action

Here's how our customer-centric support model works:

#### Success Krew support model

- We've organized our support groups into small teams called Success Krews.
- An experienced professional Success Krew manager leads each Success Krew team.
- You'll work with the same familiar team of experts, resulting in faster issue resolution and consistent support.

#### Personalized proactive service

- We offer a variety of communication channels, including our UKG Community, live chat, and phone, so you can choose what suits you best.
- For critical situations, our Rapid Response Contact Center is available 24/7 through a toll-free hotline or chat.
- Your Success Krew handles non-critical issues, but our Rapid Response team is available for immediate assistance if you require critical support.

#### Access to your Success Krew team manager

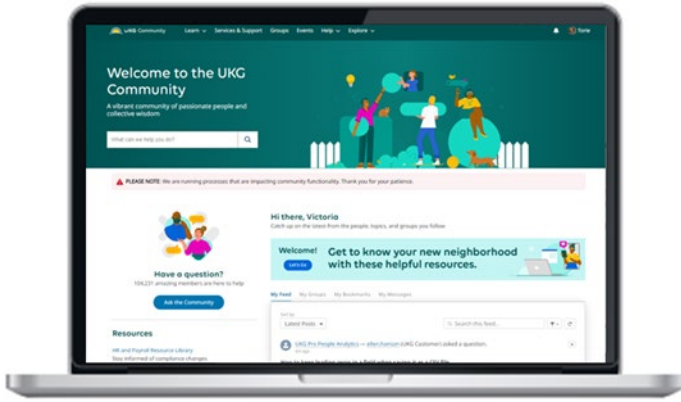
You'll have a dedicated Success Krew manager who provides guidance and oversight to ensure your UKG support experience meets your desired outcomes. They step in when needed to assist you in critical or escalated support-related cases. If you need additional support, you can reach out to them directly.

Your Success Krew is part of our Partner for Life commitment. While your dedicated Executive Relationship Manager (ERM) partners with you to help you achieve your long-term goals and provides guidance on maximizing the value of your UKG solution, your Success Krew manager is a point of contact for any support concerns you may have.



## How to get support

To access support, make sure you're registered for the [UKG Community](#)\*. This online space provides extensive self-service support resources, allowing you to find answers quickly.



Once you register, you'll be able to find the answers and assistance you need — when you need them. In the Community, you can:

- Access knowledgebase articles and product documentation
- Ask questions and get answers from peers and subject matter experts
- Sign up for alerts and notifications
- Open and manage support cases and request billable consulting services
- And more!

[Download this Support Quick Reference Guide](#) to get an overview of support resources and how to access them.

*\*You must [log in](#) to the UKG Community to access all the available content.*

## Looked for the answer but still need help?

Your support team is here when you need it. If you've explored the self-service resources in the Community and you still need assistance, you can open a case to reach your dedicated Success Krew.

Open a support case in the UKG Community for low or medium-priority cases. For urgent matters, call our Rapid Response Contact Center. And for high-priority cases involving system degradation, we're available 24/7.

At UKG, we're here to support you every step of the way. Our commitment to personalized support is designed to deliver the best outcomes when using you're UKG products and services.