Outreach Technical Support Offerings

2026

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Select the right Support offering for your account

STANDARD

BUSINESS READY

RECOMMENDED FOR

Small to medium size teams with simple setups who need reliable, responsive support.

- ***Included free*** with any product purchase
- 24/7 ***self-service and ticket*** submission options

FAST P1 issues first response within 1 hr

WHY TEAMS CHOOSE STANDARD

A dependable support foundation included with every product, at no additional cost.

PREMIER

MISSION CRITICAL

RECOMMENDED FOR

Enterprise and growing, multi-product customers, including those actively using and scaling AI capabilities.

- Extended coverage & ***Phone support included***
- ***Faster first & follow up response*** time targets

FASTER P1 issues first response within 30 min

WHY TEAMS CHOOSE PREMIER

The speed and access growing accounts need to keep pace with scale.

ELITE (incl. TAM)

PERSONALIZED

RECOMMENDED FOR

Multi-product and full-platform customers scaling AI capabilities, complex integrations, and technical depth.

- Designated ***Technical Account Manager*** (TAM)
- Weekly ***health checks & regular tech audits***
- Early ***roadmap access*** and feature advocacy

FASTEST P1 issues first response within 15 min

WHY TEAMS CHOOSE ELITE

A dedicated TAM helps teams move faster and get the most from Outreach platform.

**Premier and Elite - ask your AE how you can add these offerings to your account*

Outreach Technical Support Offerings Overview

Feature	Standard	Premier	Elite (incl.TAM)
24/7 Self-Service (Knowledge Base + Chatbot)	Included	Included	Included
Contact a Support Engineer	Business hrs, Mon–Fri (12x5)	24x5 (24x7 for P1s)	24x5 (24x7 for P1s)
P1 Business Critical Response SLT* (Initial / Follow-up)	1 hr / No target	30 min / 2 hrs	15 min / 2 hrs
P2 Degraded Service Response SLT (Initial / Follow-up)	3 hrs / No target	90 min / 3 hrs	60 min / 3 hrs
P3+ General Issue Response SLT (Initial / Follow-up)	6 hrs / No target	3 hrs / 24 hrs	3 hrs / 24 hrs
In-App Ticket Submission & Live Chat	✓	✓	✓
Phone Support	–	✓	✓
Designated Technical Account Manager (TAM)	–	–	✓
Weekly Health Check	–	–	✓
Technical Audits (2/yr)	–	–	✓
Technical Issue Escalation	–	–	✓
Proactive Feature Readouts & Advocacy	–	–	✓
Early Access to Beta & Product Roadmap	–	–	✓
Availability Commitment	99.90%	99.90%	99.90%

**SLT = Service Level Target*

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Elite: TAM Offering & Value

Core Offering (Reactive)

Technical Issue Escalations

A dedicated escalation path for critical technical issues, with expedited engagement from TAM, Support and Engineering teams through resolution.

Documentation of Configurations

A maintained record of your account setup, integrations, and customizations — a single source of truth that speeds up troubleshooting.

Office Hours

Recurring, scheduled sessions with direct access to your technical account manager for open questions outside formal escalations.

Core Offering (Proactive)

Technical Health Reviews & Audits

Recurring assessment of your account configuration, usage patterns, and technical setup, with prioritized recommendations to close gaps and align with best practices.

Proactive Issue Monitoring

Ongoing monitoring for technical risk signals, so issues are identified and addressed before they can affect your team.

Proactive Features Overview and Advocacy

Briefings on new and upcoming features relevant to your account, plus advocacy for your feature requests with our product and engineering teams.

Early Access to Betas and Product Roadmap

Priority access to beta programs and forward visibility into the product roadmap, with a direct channel to help shape what's next.

Faster issue resolution *Reduced risk* *Stronger relationships* *Improved ROI*

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Support Contact Information and Hours

Global Support

support.outreach.io

Use the Support Portal to submit support requests, review case status, and browse resources, including the Knowledge Base, News & Alerts, and Featured Tips.

In Outreach Application

Connect with Technical Resources via live chat or phone call *(access based on Support Plan)*

Support Regions Hours of Operation

Americas (AMER)	Mon - Fri 6am - 6pm PT
Europe, Middle East & Africa (EMEA)	Mon - Fri 7am - 7pm GMT
ANZ & Asia (APAC)	Mon - Fri 10am - 10pm AET

Additional Resources

Outreach Technical Support Offerings

An overview of what's included in your support plan and how to make the most of it.

Best Practices for Contacting Support

Guidance on submitting effective, well-documented requests that get resolved faster.

Signing Into the Outreach Support Portal

Step-by-step instructions for accessing the portal, submitting tickets, and tracking status.

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