

# Scope of Userlane Support & Success Services

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Discover Userlane's extensive range of consulting and professional services, covering improvement sessions, quarterly reviews, onboarding, API integration, guide-building, and more based on the package chosen.

Consulting & Professional Services	Standard	Priority
<b>Consulting Session</b> 1x per 2 months 30-minute sessions on improving Guides	Included	Included
<b>Priority Improvement Sessions</b> 2x per month 30-minute improvement sessions about best practices & storyboard structure	Not Included	Included
<b>Quarterly business reviews</b> Quarterly web meetings discussing goals, analytics and next steps towards success	Not Included	Included
<b>Bi-monthly Onboarding &amp; Training Session</b> Extra 60 min web training session for new editor users every two months	Not Included	Included
<b>API &amp; Advanced Integration Sessions</b> Consulting on how to modify sample code to meet specific use cases	Self - Service / Additional Fees apply	Self - Service / Additional Fees apply

<b>Consulting &amp; Professional Services</b>	<b>Standard</b>	<b>Priority</b>
<b>Guide-Building Services</b> Remote Guide-Building Services by our UX-Consulting Team	Self - Service / Additional Fees apply	Self - Service / Additional Fees apply
<b>Onsite Guide-Building Workshop</b> Onsite (EU) Topics: How to build effective Userlanes	Self - Service / Additional Fees apply	Self - Service / Additional Fees apply
<b>Onsite Consulting Workshop</b> Onsite (EU) Topics: How to build a storyboard, structure chapters and Userlanes and add learning effects	Self - Service / Additional Fees apply	Self - Service / Additional Fees apply

For tracking support requests and new development requests, Userlane offers the following:

<b>Feature Request &amp; Issue Tracking</b>	<b>Standard</b>	<b>Priority</b>
General feature / functionality information & feedback	Included	Included
Provide updates on the status of any previously filed feature request or issue/bug	Included	Included
Submission of issues/bugs into the Engineering tracking system	Included	Included
Submission of feature requests into the Product Management tracking system	Included	Included
Prioritized feature development requests	Not Included	Included
Individual new feature demos with Q&A session and implementation guidance	Not Included	Included

<b>Reporting &amp; Analytics</b>	<b>Standard</b>	<b>Priority</b>
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Reporting & Analytics	Standard	Priority
Key analytics available in the Dashboard	Included	Included
Custom Report  Monthly reporting based in PDF format	Not Included	Self - Service / Additional Fees apply
Data Export  Exporting usage data and reports in a custom format	Not Included	Self - Service / Additional Fees apply

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