

CUSTOMER SUCCESS VS. CUSTOMER SUPPORT

After your implementation with ERIN has concluded, you may still have questions or concerns that arise.

There are two key teams with whom you may need to engage: the Customer Success Team (**success@erinapp.com**) and the Customer Support Team (**support@erinapp.com**).

This comparison sheet is a tool to help you determine which team to reach out to with concerns. Please note that in some cases, we ask that you include both Customer Support and Customer Success.

COMMON TOPICS/NEEDS	Customer Success	Customer Support
You/other users are unable to sign in		✓
Questions related to your implementation	✓	
Your company would like to enable a new feature	✓	
You or another user found a software bug		✓
You have questions about billing/contracts	✓	
Jobs or Referrals are not showing properly in the platform		✓
Candidate statuses are not changing as expected		✓
You find a discrepancy with a bonus/payout		✓
There is a platform outage (nothing is working)	✓	✓

The ERIN team will discuss these scenarios with you near to the end of your implementation process. However, if at any point in time you are unsure about who to reach out to, contact your Customer Success Champion.