



Service Description

The SaaSy People specialises in Intercom implementation and optimization, helping businesses leverage the platform for customer communication, engagement, and support. Our services include:

- **Intercom Strategy:** We'll design a communication strategy aligned with business goals, target audiences, and customer journeys.
- **Setup and Configuration:** We'll tailor Intercom to your needs, setting up chatbots, automated messages, product tours, help centers, and more.
- **Integration Expertise:** We'll connect Intercom to your CRM, marketing tools, and other business systems for a seamless data flow.
- **Customization & Development:** We'll extend Intercom's functionality using their API and custom apps to address specific requirements.
- **Training & Best Practices:** We'll train your team on effectively using Intercom and offer guidance on customer communication strategies.
- **Analytics & Reporting:** We'll help set up dashboards and reports to track key metrics and gain insights from customer interactions.

Technical Requirements

- **Client-side:**
 - A modern web browser to access Intercom.
 - Stable internet connection.
 - Access to other systems/tools for integration.
- **The SaaSy People's Responsibility:**
 - Access to the client's Intercom account with administrative permissions.

Data Backup, Restore, & Disaster Recovery

- **Intercom's Responsibility:** As the SaaS provider, Intercom handles data backups, redundancy, and disaster recovery.
- **The SaaSy People's Responsibility:**
 - **Guidance:** We'll provide advice on how to leverage Intercom's native export functionality.

Onboarding & Offboarding

- **Onboarding**
 - **Discovery:** We'll assess current processes, pain points, and customer communication goals.

- **Planning:** We'll detail a roadmap for implementation, including timelines and milestones.
- **Execution:** Phased implementation of configuration, integrations, and (if needed) data migration.
- **Training:** User and admin training sessions.
- **Offboarding**
 - **Documentation:** Comprehensive guides on all customizations and setup.
 - **Knowledge Transfer:** Final session for client admins or IT teams.
 - **Availability:** Limited post-offboarding support (e.g., 30 days)

Service Constraints

- **Maintenance Windows:** Major changes might need scheduled maintenance to minimize disruption.
- **Customization Limits:** We'll adhere to Intercom API limits and best practices. We'll advise if requests might fall outside of those.

Service Levels

- **Availability:** Consulting services available Monday to Friday, 8am to 10pm GMT.
- **Support Hours:** Email, phone and live chat support provided during business hours, with a target initial response time of 24 hours.
- **Performance:** Intercom performance is primarily tied to the platform itself. We'll optimize configurations for the best possible experience.

After Sales Support

- **Check-ins:** Post-implementation follow-up to address issues and satisfaction.
- **Additional Services:** Available for ongoing needs on an hourly or retainer basis.

Outage & Maintenance Management

- **Intercom Outages:** We'll share Intercom's status page with clients
- **Client-side Outages:** Limited troubleshooting of client-specific network issues upon request.

Hosting Options & Locations

- Intercom is a cloud-based SaaS platform. Data is hosted in their secure data centers (refer to their documentation for locations).

Access to Data (Upon Exit)

- Client retains full ownership of their Intercom data. Exports can be generated at any time upon request.

Security

- We adhere to Intercom's security best practices. Sensitive client data will not be accessed or stored outside the Intercom platform.