



Reseller Support & Qualification Policy

ByteKast LXP
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Overview

A ByteKast Reseller is an entity or company that takes on the role of selling and supporting ByteKast LXP as a Software as a Service (SaaS) to their customers.

Approved ByteKast Resellers represent the ByteKast platform and are mandated to, in alignment with ByteKast's Reseller Policies, to **handle the sales & marketing, to offer add-on services, manage the implementation process, and to support and provide training** to their customers that are subscribed to the ByteKast LXP platform.

The Reseller's appointed team members will need to undergo relevant training and qualification in order to offer high quality technical and knowledge support for ByteKast subscribers and the users of these subscribers.

PURPOSE

The purpose of this document is as follows:

1. **ByteKast Qualifications:** Explains the available training programmes, what will be covered and who should complete the training.
2. **Supporting Subscribers:** Describes the processes and requirements for Resellers to support ByteKast subscribers. This also outlines the channels of ByteKast support and the related support model.
3. **Supporting End-Users:** Describes how the Reseller and their App subscribers can support end-users, i.e. app users, and what knowledge and resources are in place.
4. **Reseller Support:** Defines the parameters of how ByteKast's team (developers, engineers, support agents, channel managers, etc.) will support the Reseller.

SCOPE

All employees, contractors, consultants, resellers, temporary and other workers within the Reseller's organisation and its subsidiaries must adhere to this policy. This policy specifies requirements for handling support & knowledge queries, onboarding & training customers/subscribers, as well as marketing and selling ByteKast.

POLICY

1. ByteKast Qualifications

One to one video calls will cover the below (subject to change).

ByteKast differentiates between sales, implementation, training and support teams, i.e. roles within the Reseller's organisation that are responsible for completing the qualification(s) and fulfilling relevant elements throughout the lifecycle of a ByteKast implementation.

1.1. Sales & Marketing

This programme should be completed by the Reseller's Sales & Marketing teams. The programme will include the following topics: Fundamentals, Key Messaging, Selling ByteKast, Features & Platform Legalities.

1.2. Production & Onboarding

This programme should be completed by the Reseller's Production & Deployment teams. The programme will cover the following topics: Authoring & Deployment, Upfront Planning, User Groups, Useful Tips and Tools.

1.3. User Support

This programme should be completed by the Reseller's Support teams. The programme will cover the following topics: Using Resolve, Categorising Tickets, Escalating Tickets, Support Response Times & Useful Resources.

1.4. Data Privacy & Analytics

This programme should be completed by the Reseller's Analysts, Data Protection Officers and / or Administrators. Here we will cover Data Privacy, Platform Analytics and Legalities.