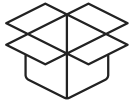


Professional Support Package

Make sure your team is getting the most out of Smartsheet with the Professional Support Package. This package provides your team with ongoing product support, including online self-paced training, live virtual coaching sessions and customer phone support.



- Phone Support
- Center of Excellence Access
- Access to Pro Desk

The **Center of Excellence** is your go-to resource for continued education. It includes access to our e-Academy, the option to become Smartsheet certified, and in-depth training on all key capabilities Smartsheet has to offer. Develop the expertise you and your team need to go from idea to impact-fast.

Pro Desk delivers practical one-on-one coaching sessions with a Smartsheet expert to accelerate your setup time and help you optimize your projects, programs and processes.

With this package you also receive U.S. based live support from our Smartsheet Support team which is available 6AM - 6PM (PST, UTC-8) Monday - Friday (not including U.S. based holidays). Our Support team is also available 24x7 for critical situations and work stoppage Issues for paid users* on this plan.

* Pro Desk Access: Maximum use is 5 hrs/user/yr

* Does not include Free Collaborators

