

Appendix 2 - Customer Success Services and Support

Our enterprise customer success services are led by a team of seasoned professionals, including a dedicated Customer Success Manager, a Data Scientist, and a team of People Scientists. Here's a breakdown of the services they provide during the Annual Subscription Services period.

Section 1: Customer Success Team		Basic	Fundamentals	Expert
Customer Success Manager (CSM)	The CSM is the primary point of contact for account-level activities, ensuring the proper cadence of reviews and strategic assessments take place.	Included	Included	Included
Data Science	Serves as the technical point of contact for your model development & deployment success	Included	Included	Included
People Science	Behavioral Psychology experts providing subject-matter expertise on the science behind the Platform, and bringing to life the deployment of Sapia.ai's solution in your organisation.	Included	Included	Included
Support Group	Candidate / end-user inquiries & cases management support	Included	Included	Included

Section 2: Customer Manager Deliverables		Basic	Fundamentals	Expert
General Account Consulting	Ongoing maintenance of account that includes ad hoc requests, email/phone communication and issue management.	Included	Included	Included

Partnership Scope Validation	High level review of all aspects of the account including; corporate objectives and goals, strategic goals and performances, ROI, ongoing initiatives, overall health of relationship, reporting KPI metrics for specific deployment.	Annually	Semi-Annually	Quarterly
Performance Analysis	Analysis that compares results from the Sapia.ai Platform with results from companies of similar industries or other comparable metrics.	Annually	Semi-Annually	Quarterly
Candidate Experience Optimisation	Including: review of dialogue, questions, email communications recommendation thresholds – to consult on optimisation of Candidate Experience, engagement, and question effectiveness.	-	Annually	Annually
End-to-end process optimisation	Review of entire end-to-end recruitment process, from Candidate sourcing/application through to hired.	-	-	Annually
Business Review	Business review with Sapia.ai account and executive team reviewing the following: account plan review, operations performance review, performance recommendations, industry KPI analysis, account plan to go forward review.	-	Semi-Annually	Quarterly
Strategic Roadmap	Lining up the business goals and priorities of the brand with initiatives and projects that our technology can help deliver.	-	-	Semi-Annually

Product Release Review	A review of features and functionality in upcoming product releases.	-	Semi-Annually	Semi-Annually
Product Roadmap Review	A review of features and functionality potentially scheduled for future product releases.	-	Semi-Annually	Quarterly
Enhancement Requests Tracker	Define, log, track, and promote enhancement requests within the Platform product roadmap	-	Included	Included

Section 3: Platform AI Deliverables		Basic	Fundamentals	Expert
ROI Analysis	The Platform's impact on recruitment efficiencies (time & cost savings). Note: benchmarks & targets to be provided by the Customer	-	Annually	Semi-Annually
Partnership Scope Validation	The Platform's impact on diversity, equity & inclusion - audit on model fairness in regards to 4/5ths rule & effect size Note: if DEI data is not captured in Ci or passed through an ATS integration, this data has to be shared by customers for Sapia.ai to conduct this analysis.	Annually	Semi-Annually	Quarterly
Predictive Validation Analysis	The Platform's impact on quality of hire: analysis on hired Candidates' performance and retention over time. Note: data to be shared by Customer The PV analysis will only be done for one Candidate Experience associated Model per annum; additional PV Analyses are subject to separate pricing terms.	-	-	Annually

Model Card Scoring	Model cards to provide transparency & explainability, re-issued after each round of machine learning.	-	-	Annually
Ethical AI Validation	Consultation on the ethical science behind the Platform.	-	-	Annually
Bias Audit	Management of independent bias audits as required.	-	-	Annually (As requested)

Section 4: Reporting		Basic	Fundamentals	Expert
Monthly CSAT Report	Automated Email reporting on key metrics	Monthly	Monthly	Monthly
Data Requirements	Additional up to 2 custom bulk data extracts	-	-	Annually

Section 5: Education & Training		Basic	Fundamentals	Expert
Self-service Training	Access to training materials & resources	Included	Included	Included
Custom Video Call Training	A 60 min training session hosted via video call, customised to your needs.	-	1 X 60 min Session	2 X 60 min Sessions

Section 6: Ad Hoc Services via Expansion Hours	Basic	Fundamentals	Expert
<p>Part of Sapia.ai's Customer Success packages are ad-hoc hours available to use each annual period to allow Customers to implement and deploy new Sapia.ai products or access our team of experts for one-off services. Examples include:</p> <ul style="list-style-type: none"> • End-to-End Process / Workflow Optimisation • Ethical AI Validation sessions • System Integrations (Consultation / Solutioning) • System Integrations (SIT/UAT) • Implementation services for new lines of business • Implementation optimisations for new lines of business • DNA Workshops • Custom Model Retraining 			

Expansion hours	All expansion hours must be used by the end of the annual term and do not carry forward. Expansion hours are available at the Customer's discretion with agreement from Sapia.ai. These can include any activities or deliverables from the sections above marked as 'not included'.	15	25	50
-----------------	--	----	----	----

Section 7: Technical Support Deliverables		Basic	Fundamentals	Expert
Proactive Support: Daily Case Management	Daily management of ongoing cases to reflect business priority, govern Service Level Agreement (SLA) compliance, and on-board expert resources based on technical assessments as well as provide relevant account insight to drive resolution.	Included	Included	Included
Proactive Support: Support Case Management	Support case management and review to provide visibility and detail into the Sapia.ai's technical teams' progress towards resolution.	-	-	Quarterly
Business Critical Support Access	English Language Only, Business Hours only (" Business Hours " mean Monday-Friday 9am-5pm, excluding public holidays in the relevant Jurisdiction).	Included	Included	Included
Web Support	Online Candidate focused FAQs and support site.	Included	Included	Included
Chatbot Support	Online Candidate focused chatbot serviced by Sapia.ai Support Team.	Included	Included	Included
Direct Access to Support Team	Immediate access to the Sapia.ai Support team.	-	-	Included

"**Business Hours**" mean Monday-Friday, 9am-5pm, excluding public holidays in the relevant Jurisdiction (please refer to your Agreement).