

How We Support Your Business

Account Support Team

Account Executive (AE)

Your **Account Support Team** is your contact for day-to-day issues and outage management and escalation



Your **Account Executive** will assist you in identifying products to meet your needs and support your growth strategies

Supports Product Adoption & Alignment



Identifies Product Solution & Strategies

Monitors User Metrics and Provides Account Usage Analytics



Leads Business Review Discussion to Create Shared Expectations and Proactively Address Needs

Manages Billing Activities and Resolutions



Negotiates Product Pricing and Serves as Point of Contact for All Contract Activities

For real-time updates on Intrado services visit
<https://west.statuspage.io/>