



A Digital-First CX Platform. From a Partner-First Company.

- ✓ Help your clients connect with their customers. Reduce churn and improve retention. Connect with customers and answer questions anytime, anywhere, at scale.
- ✓ Comm100 allows brands to offer a unique blend of human-agent, self-serve, and bot-driven customer engagement channels that adapt to a wide variety of needs and resources.





Comm100 Partner Program Overview

Our flexible, multilevel partner program is designed for focused on customer engagement organizations and built for today's highly competitive, digital-first market.

Comm100 is committed to enabling our partners to provide a highly secure, omnichannel customer engagement platform for their clients. Gain customer loyalty with omnichannel capabilities, flexible deployment, and zero downtime. Easily integrate Comm100 with your technology and deploy solutions on the cloud or on-premise. Access custom onboarding and training –backed by 24/7 support.

Partner with a company that provides personalized programs and supports you every step of the way.

The Challenge

Your clients have to take better care of their customers to survive and thrive in today's competitive, digital-first world. Businesses are now required to:

- ✓ Be more accessible on more channels like chat, social, SMS, and email
- ✓ Provide easier, faster access to problem-solving information
- ✓ Offer smarter, well-equipped customer service agents
- ✓ Access 24/7 sales and online support
- ✓ Improve chat efficiency with built-in AI chatbots

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63% of customers will leave a company after just one poor experience, and almost two-thirds will no longer wait more than 2 minutes for assistance.”

Forrester 2020

Partnership Designed Around You

We are committed to providing genuine, personal experiences for partners in the CX field.

1. **Dedicated Partner Manager:** No support lines, chat queues, email tickets –just contact your Partner Manager.
2. **Comprehensive training and enablement program:** The more you know our solution, the more confidently you can sell it. We make sure your team gains expertise quickly and thoroughly.
3. **Extensive marketing support:** Access robust content, storytelling expertise, and a marketing team committed to working with you.
4. **Extra revenue:** Achieve stronger margins, better incentives, and other sales programs designed to build your profit pool.



“Partnering with Comm100 has been a breeze. The level of engagement and support they provide is bar-none!”

Matt Kinney
CEO, Atando Technologies

Tools To Get You Going. Instantly.



Dedicated Partner Support and Training

Participate in online training sessions designed for sales and pre-sales. Experience customized learning and support based on the customers you serve down market. Instantly utilize Comm100’s onboarding and enablement materials through a self-serve partner portal.



Sales Enablement

Access a library of self-paced sales training courses and a learning center (coming soon) through the partner portal. Gain insights into product knowledge and positioning, market analysis, and business values to identify new opportunities.



Demand Creation

Gain Marketing Development funds and effective co-marketing programs to drive demand generation. Be a part of a growing community of CX partners with on-going events, conferences, webinars, podcasts, and more.



Program Tiers & Offerings

Partner Type	Referral	Affiliate	Reseller/AVR	Reseller/AVR	White Label	Distribution
Partner Tier	N/A	Authorized	Gold	Platinum		
Revenue Threshold	N/A	\$50,000	\$100,000	\$250,000	Determined with partner manager	Determined with partner manager
Channel Program Partner Benefits						
Financial						
Margin	N/A	10%	30%	40%		
Comission	15%	15%	N/A			
Marketing Development Funds (MDF)	N/A		X	X		X
Sales Support						
Partner Portal	X	X	X	X	X	X
Special Promotional Opportunities				X	X	X
Deal Registration		X	X	X	X	X
Renewals			X	X	X	X
Referral Fee		X	X			
Access to our team			X	X	X	X
Marketing Support						
Product Information		X	X	X	X	X
Competitive info		X	X	X	X	X
Access to Partner Enablement Center				Coming 2022		
Online Demos		X	X	X	X	X
Build a Bot Lab				X	X	X
Try and Buy Program		X	X	X	X	X
Partner Highlights (Case Studies)				X	X	X
Support						
Online	X	X	X			
High Priority Ticketing				X		
Dedicated SME			X	X	X	X



“ It is our passionate goal to enable our customers to create the most genuine, personalized and impactful member experience possible in the healthcare industry today. Comm100 is helping us achieve this goal.”

Sally Else, President, Mphasis Javelina

Get Started Today

Experience rewards as you partner and scale with Comm100. Access the tools, resources, and expertise you need to help your clients deliver the latest in customer engagement excellence. At Comm100, every partnership is a unique relationship.

Our success is your success. We really mean it.

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