

Journeys

Journeys simulate specific user paths and other website experiences to validate the deployment of marketing and analytics tags, ensure accurate data collection, and test the proper functioning of digital interactions across web-pages, forms, or other conversion flows

Due to the dynamic nature of websites and the complexities of front-end web technologies, maintenance of automated testing is challenging.

Journey Support is designed to augment your company's ability to build and maintain automated tests in a cost-effective manner. Our Support Team will fix, create, and monitor Journeys that you document and prioritize to ensure that tests are actively running on a regular cadence.

For details on the different Journey tiers we offer, see the graphic below.

	Journey Runs (Monthly)	Journey Support Requests (Monthly)
Journeys III	12,000	60
Journeys II	3,000	30
Journeys I	500	10

Journey Requests for **fixing Journeys** with Action Failures can be submitted either through the Fix Journey button in the Journey Report or enabling a Journey to be monitored. Monitored Journeys are subscribed to by our Support team and will be fixed when an Action Failure occurs.

Journey Requests for **creating new Journeys** will be submitted through <https://app.observe-point.com/web-journey-support> and submission format requirements can be found on this page.

* SLA is 48 hrs per task. i.e. one request for two tasks will result in one task completed in 48 hrs, the second task completed in 96 hrs.

* For creation requests, we require clear, transferable documentation outlining the actions that each Journey is comprised of

* Journey creation and maintenance does not include rules creation, application, or refinement.

* Journey Fixes and Creations do not accumulate month to month.