Additional Features	Core	Plus	Pro	Elite	Prime
Support Response Goal	5 Business Days	3 Business Days	1 Business Day	Same Business Day	Priority
Custom Reports	✗	1	3	5	Unlimited
Custom Training Videos	✗	1	3	5	Unlimited
Client AI Knowledgebase	✗	1	3	5	Unlimited
Virtual Client Meetings	✗	Semi-Annually	Quarterly	Monthly	As Needed
Included Turnover Events	1	3	5	7	Unlimited
Flex Coverage	1st Available Officer	1st Available Officer	Site Rank Priority	Site Rank	Site Rank + Manager Backstop
Overtime & Double-Time	All Billable	All Billable	Client Caused Only	Client Caused Only	Client Caused Only