

CONTACTING CUSTOMER SUCCESS

If you have a question, need help or want to report a fault, here's how you can get in contact with our Customer Success team.



RECOMMENDED  
CHAT

- The quickest and most effective method of raising an issue
- If unresolved this will automatically be raised as a case that will be picked up by our tech team
- Responses to chats are usually within 10 minutes



OTHER OPTION  
EMAIL

- Send an email to [help@essensys.tech](mailto:help@essensys.tech)
- This will automatically create a case with a reference number
- You can check the case status in the support section of Connect
- Responses to emails are usually within a few hours

HERE'S THE FULL PROCESS WHEN YOU RAISE AN ENQUIRY TO CUSTOMER SUCCESS.

