

Comprehensive customer care

Continuous quality engagement and streamlined installation to fast track ROI

In today's rapidly evolving digital landscape, IT organizations are under increasing pressure to swiftly deliver new solutions that address the technical, economic, and business challenges they face. To facilitate the optimal development and deployment of these solutions, Zetaly offers comprehensive end-to-end support, empowering our clients to harness the full potential of Zetaly's key features.

Zetaly's engagement: empowering your success with a pragmatic approach

Our engagement is grounded in a pragmatic process that addresses commercial, operational, and technical aspects. Through a results-oriented partnership, we assist your teams throughout our entire engagement, ensuring your success every step of the way. In order to provide the most effective and operational support, our process relies on two major stakeholders:



Account Executive

Your trusted advisor for tailored solutions

The Account Executive's mission is to thoroughly understand your needs and provide solutions (products, services) that align with your objectives and priorities. They handle contractual and financial matters with your entities and key stakeholders, serving as a reliable point of contact.



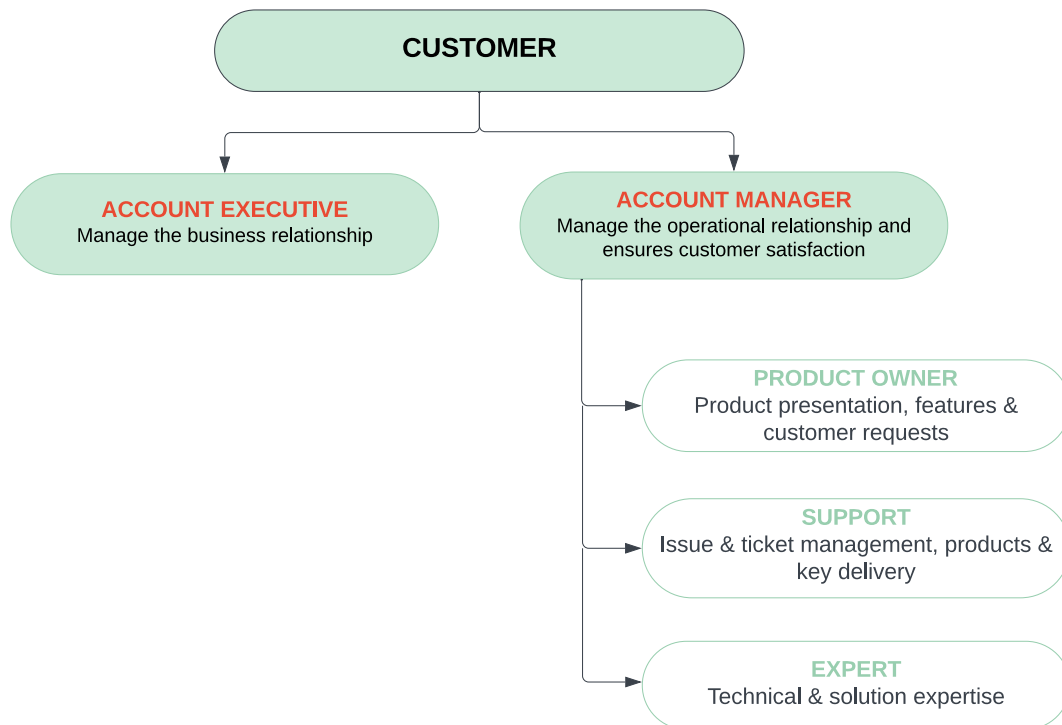
Account Manager

Driving operational excellence and customer success

The Account Manager's mission is to guide your teams in the practical implementation of our products. They focus on crucial use cases and key features to help you achieve your objectives.

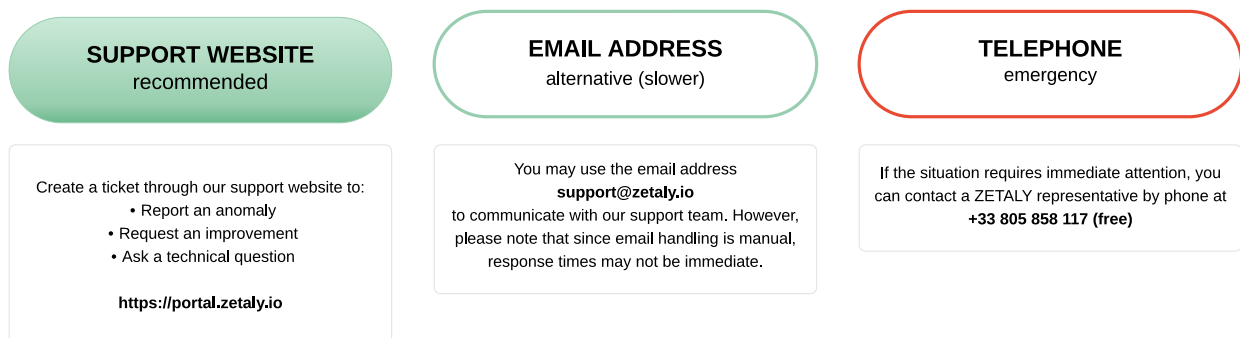
We offer predefined services along with customizable options to cater to your technical and business requirements. The Account Manager collaborates with your teams and processes, leveraging Zetaly's unique resources and expertise to ensure your satisfaction throughout the journey.

Zetaly's customer care is bolstered by in-house experts



Connect with us via multiple contact channels

Zetaly Support's primary mission is to handle incidents and tickets reported by your teams. For optimal handling of your issues and inquiries, it is imperative to open a ticket through our website. Depending on the context and severity of the problems encountered, you have three possible channels to contact our support:



We highly recommend using the support website for prompt and efficient assistance (<https://portal.zetaly.io>)

But we are ready to assist you through other channels as needed. Your satisfaction is our priority, and we strive to address your concerns in the most effective manner possible.

Additional contacts

In our commitment to providing optimal customer relations and ensuring your satisfaction, Zetaly will share the following references and contact details with each client:

- Account Executive (mail, phone)
- Account Manager (mail, phone)

Below are additional points of contact and access options available to you:

- Support website <https://portal.zetaly.io>
- Support email address support@zetaly.io
- Support phone number +33 805 858 117
- Product documentation website <https://docs.zetaly.io>
- Zetaly's Website <https://zetaly.io>

Please feel free to reach out to us through any of these channels. We are here to assist you and provide the best possible support for your needs.

Create a ticket at [HTTPS://PORTAL.ZETALY.IO](https://portal.zetaly.io)