

# CUSTOMER SUPPORT PROTOCOL



## NEED SUPPORT?

There are multiple ways to request customer support from Brainsell, no matter what kind of product or service you use. While you are always welcome to reach out directly to your Customer Success Manager for help, we streamlined our customer support protocol to meet your needs on your own terms and at your convenience. Here are a couple of ways to get the help you need:



### Support Portal

For the quickest response, go to our Support Portal and submit a support request to our ticketing system. Our team of technical consultants (as well as your Customer Success Manager) will be notified of your outreach immediately.

We will follow up with you and track your support ticket progress until your problem is resolved.

➔ Direct Link: [BrainSell Support Portal](#)

➔ Instructional Video: [Submitting a Support Request via Portal](#)



### Email Outreach

Send us an email and explain the problem you're facing. Be sure to include an appropriate call-back number and email address so we can get in touch with you.

A support ticket will then be created in our system. We will follow up with you and track your support ticket progress until your problem is resolved.

➔ Direct Link: [BrainSell Support Email](#)



### Phone Outreach

To speak directly with a real person, call our designated customer support phone line (or your Customer Success Manager) and explain the problem you're facing. You will be directed to a technical consultant and given the correct support resources or instructions.

A support ticket will then be created in our system. We will follow up with you and track your support ticket progress until your problem is resolved.

➔ BrainSell Support Line: (866) 356-2654 **ext. 200**



[Visit our website for more customer support and contact information](#)