

Which questions can I address to Deployteq Support?

Boyke ten Broeke - 2024-03-20 - Comments (0) - General

The primary purpose of Deployteq Support is to address technical issues encountered within Deployteq. This includes:

1. Standard Deployteq components and features.
2. Customizations made for a specific customer.
3. Additional modules purchased from the Deployteq store, with support provided for incoming data in Deployteq.

For questions related to content issues - such as the HTML or CSS of a mail or page - you can contact our Campaign Services team directly for further assistance. You can send an email to project-inbox@deployteq.com or get in touch with our Support desk. Your inquiry will be forwarded to our Campaign Services colleagues, who will provide you with further information and assistance.

When you have doubts about the functionality of a campaign, it's advisable to thoroughly test it first.

If you encounter issues during or after testing where the campaign is not functioning as expected, you can contact our Support Desk:

The following information is required for a proper analysis:

- In which Portal/Brand is the campaign located?
- Which campaign is it?
- What do you expect to happen in the campaign?
- Step-by-step instructions leading up to the problem.

Our Support Desk will assist you in getting the campaign to function as desired.

If you require further support with campaign setup, our in-house Campaign Services can assist you, but this service comes at a cost. In that case, your request will be forwarded internally to our Campaign Services department.

Our Support desk can be reached via:

- Phone: 030 - 698 80 80 (option 1)
- Email: support@deployteq.com