A9. Support and knowledge base

Support request, customer service, knowledge base.

- Support and customer service
- Support

Support and customer service

Support in the application

- Support menu item: creating a request and tracking its status.
- Knowledge base: wiki.carvinsight.eu, guides and explanations (this wiki).

Customer service: direct contact

Direct contact: Telegram, https://t.me/CarVinsight

We do not have 'best' or 'good' customers, absolutely everyone is equally important. This is why all our partners have direct access to the CarVinsight LLC team on the corporate Telegram channel.

Support

You can start an inquiry in the Support menu item within the app.carvinsight.eu application.

- New inquiry: topic, priority, subject, description.
- List of your cases and follow-up messages.
- The inquiry is recorded and forwarded to customer service.

Logging in is required. Responses are handled by customer service.