

How to Contact ECI KnowledgeSync Support

04/29/2024 10:27 am EDT

Description of Issue:

To contact ECI for KnowledgeSync support issues use the information below.

Resolution:

Info on KnowledgeSync support from ECI.

For future urgent issues, we recommend contacting us by phone at 1-800-850-8055. With our Customer Experience team in place, your call will be answered promptly, and you will be connected to the resource best able to resolve your issue. For routine issues, contact us by email at support_knowledgesync@ecisolutions.com. *Please discontinue the use of the existing web form!*

When submitting a case, it will be helpful to include the following information:

Identify yourself as a Knowledge Sync Channel Partner or Customer

Your contact information (Full Name, Email, contact number, and organization)

If you are working with a Business Partner/Reseller, which one?

If you are working with a Customer, which one?