

Customer Support Guide

Welcome to NAVEX's Customer Support! Our dedicated Customer Support Team is here to provide you with the assistance you need, whenever you need it, ensuring you get the most out of your NAVEX products. The NAVEX Community is your go-to resource for quick answers, step-by-step instructions, and comprehensive guides to help you navigate and utilize your NAVEX solutions effectively. Accessible 24/7, the Community offers a variety of tools and resources designed to enhance your understanding and usage of our system features, helping you achieve your goals efficiently.

Bookmark the Community at support.navex.com, and get started today. Here you can:

- Find how-to guidance in the knowledge base
- Access product training
- Submit and track support cases
- Submit invoice inquiries
- Submit product ideas
- Connect with our NAVEX team via Chat

Prefer a more personal approach? Our Customer Support Team members are real people ready to troubleshoot issues and collaborate with you to ensure the most positive experience with your NAVEX product suite. You can expect:

- An initial response within one business day, if not sooner
- For same-day responses, submit your Support Request via the Community and select "Urgent"
- Speak directly with our Customer Support Team by phone or chat via the Community:
 - US: +1(866)297 0224
 - EU: +44(0)20 8939 1650

Select option 3, then listen for the appropriate product option. Support hours:

- US: 7am – 7pm CT
- EMEA & APAC: 7am – 5pm GMT

Help us improve

At NAVEX, we're committed to continually improving your experience. We regularly invite customers to share feedback through short surveys, and your input helps us strengthen our products and the support you receive.