

# Working with Customer Success and Technical Support at HR Acuity



At HR Acuity, our goal is to provide you with a **robust experience** so that we can provide **continuous support** throughout your journey.

## Customer Success:

Your Customer Success Manager is your strategic partner at HR Acuity. They will be there to partner with you throughout your time at HR Acuity to ensure that you are getting the most out of your subscription. They partner with you on higher impact initiatives and account related efforts.

### Customers should engage their CSM when:

- You have a new initiative or goal, and there's a need to consult on best practices in the HR Acuity platform.
- Your process is changing, and you'd like to discuss the impact within HR Acuity.
- To inform HR Acuity when there have been account changes such as personnel or business updates.
- To discuss expanding needs or using additional HR Acuity services like Speakfully or managER.
- You are working with a new vendor that you would like to integrate with HR Acuity.
- You need to discuss your HR Acuity subscription in greater detail, including contract renewal.

## Technical Support:

The HR Acuity Support Team is your first stop when you are looking to manage the platform on a day-to-day basis. They handle everything from how-to questions to troubleshooting. To engage with our Support Team, submit a ticket via the Support Center in the HR Acuity Platform or by emailing [support@hracuity.com](mailto:support@hracuity.com). You can also call [1-888-598-0161 \(Option 2\)](tel:1-888-598-0161) for any time sensitive inquiries.

### The responsibilities of the Technical Support team include:

- General Questions or How To:**
  - General System Functionality
  - Reporting Guidance
  - Super Admin Guidance
- Configuration Changes Requests:**
  - Changes for HR Acuity, Speakfully & managER
  - Enabling New Features
  - Profile Management
  - Integration Configuration Changes
- Reporting a Technical Issue:**
  - Login Help
  - Receiving an Error Message
  - Data-feed or Integration Issue
  - Service Unavailable

