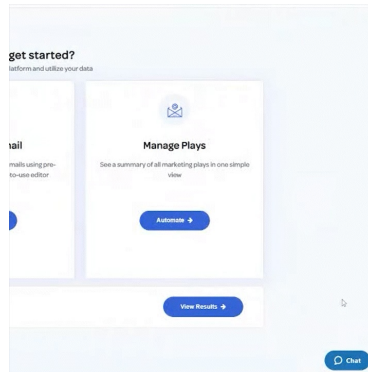


When a help desk agent is available, a blue **Chat button** will appear on the bottom right (in the Ascent360 platform).



Here's how it works:

- When "chat" is visible, someone from the client support team is available to help
- Simply click the Chat button, enter your name, email address, and question to start (can include attachments & screenshots)
- If unable to solve in real-time, we will seamlessly convert the chat to a ticket
- Clients will receive a transcript via email once the chat has ended

You can use the chat feature to ask questions about your data or campaign strategies, verify audience or email setup, or anything else you need help with.

What if chat isn't available and I need support?

Please proceed with creating a ticket for the help desk. You can do this two ways:

1. Click "Help" (bottom left) in the platform, then "Create Ticket".
2. Send an email to support@ascent360.com