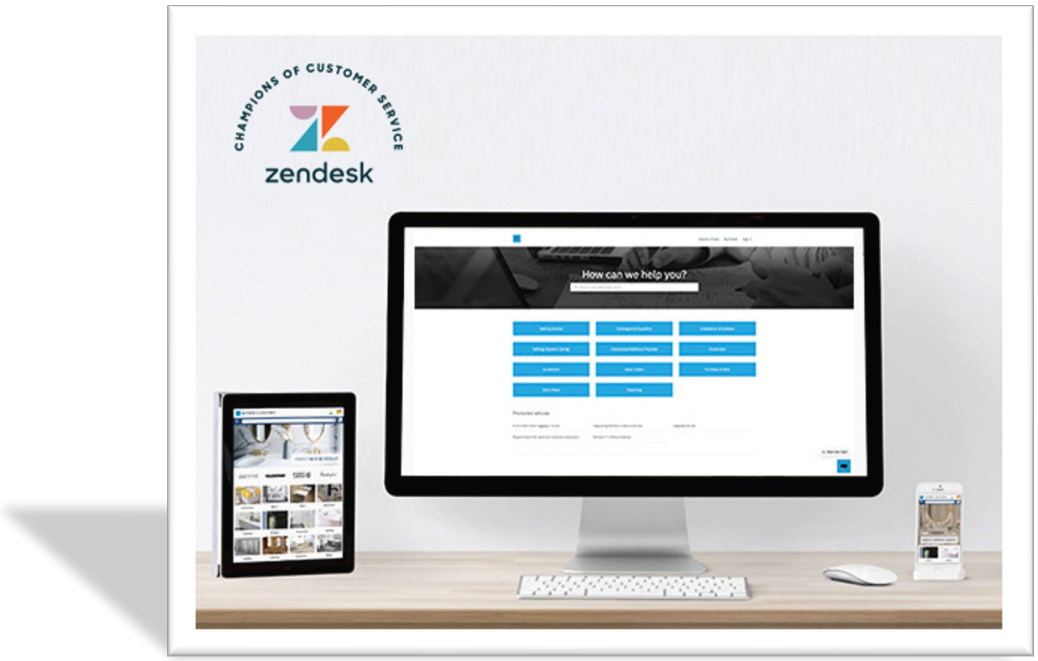
Our Support Centre



Enhancing Customer Support: Transition to Zendesk Software

We have transitioned our eStore customer email support to Zendesk Support to enhance our service experience. This platform enables us to manage enquiries more efficiently and allows our agents to view communications from other Cyncly linked products in one centralised location.

Customers can now provide feedback through a new rating section, which is invaluable for enhancing our support. Additionally, Zendesk offers user-friendly links to help articles and an advanced search feature for quick access to information. An AI chat assistant is also coming soon to make finding solutions even easier.

We'd love to hear how you're finding our new support system. If you have any suggestions or want to add new articles, please email us at support.e-store@compusoftgroup.com