



## Claritas 360

### Support Options

#### INTRODUCTION

There are several forms of documentation and support available for you. Below is a summary of what is currently available.

#### SUPPORT CATEGORIES

SUPPORT CATEGORIES		
SUPPORT	TYPE	ADDITIONAL INFORMATION
Account Manager	Dedicated Account Support	Day-to-day contact for support and to ensure that you are getting full value out of the data and tools you license.
Account Director	Dedicated Account Support	Main point of contact between the companies whose responsibility is focused on having both parties work towards a common goal and business objectives. Includes being the interface to other technical and expert teams at Claritas. Will bring in and involve subject matter experts when necessary.
Client Support Center	1:1 Support (email/phone calls)	Hotline for any technical issue you may be experiencing with our data or platforms. Phone: 800.866.6511 Email: <a href="#">Client Solution Center</a>
Claritas 360 Knowledge Center	Website	Online help that provides step-by-step information for all tools and reports available in Claritas 360: <a href="#">Knowledge Center</a>
Walkthroughs	PDF Documents	Topic Specific documents that provide detailed information for various tools and reports: <a href="#">Walkthrough Repository</a>
Release Notes	PDF Documents	Release specific documents that provide detailed information on what has been updated for each Claritas data or platform release: <a href="#">Release Notes</a>