

### *Realdolmen Service Desk*

To give you a better support for your questions, issues, ... about our Microsoft D365 CRM Add-ons , we will centralize all requests which will be treated by the Realdolmen Service Desk. We have foreseen different channels to communicate with the Realdolmen Service Desk:

#### **Mail**

Please mail us at following address and give us all the relevant information you can provide.

**Info.D365Products@realdolmen.com**

#### **Phone**

Please call the following phone number:

**+32 2 78 150 140**

Please give the following information:

- Your partner name
- I want support for: MS D365 CRM, for one of the following products:
  - Travi@ta
  - Travi@ta with claims
  - Single View Builder
  - Sales Journey Assistant

The operator will log your Inquiry in the system of the Realdolmen Service Desk. The “MS D365 CRM” team will contact you as soon as possible.

#### **Website**

We can give you access to our online system, where you can create your own ticket. The advantage of this system is that you have an overview and can follow-up your tickets. If you want to have access, please ask for your credentials by sending an email to:

**Info.D365Products@realdolmen.com**

The Realdolmen Service Desk will be available for you from Monday until Friday: 8.30 AM – 5 PM (Time zone UTC +1 Central European Time)