How soon can I expect an answer from a support agent?

FAQs · https://connectionpoint.com/help/docs/how-soon-can-i-expect-an-answer-from-a-support-agent/

Our support agents are speedy and reliably answer emails and in-platform chat messages within one business day of receiving them.

A few things to keep in mind if you do NOT receive your answer in such a time frame:

- We are a Canadian company, and while not every employee resides in Canada, the majority do, so we observe Canadian Statutory holidays.
- Our 'normal' hours are 9 am to 5 pm Pacific Standard Time, Monday-Friday. If a question is submitted close to the end of the day, you will likely not receive an answer until the next day (or, on a Friday, not until Monday). We promote a healthy work-life balance!

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