

MyTeam is our Responsive Support Tailored to your Needs

At Celerate, we believe in providing unwavering support exactly when you need it. Our MyTeam connects you directly to our expert network, ensuring your questions and concerns are promptly addressed. Here's how our streamlined escalation plan works to support you:

- 1. Urgent Response:** For critical issues like site outages, eCommerce disruptions affecting revenue, or severe errors, we leap into action within 2 hours. Just start your email subject with "Urgent," and our MyTeam managers will be immediately alerted.
- 2. Quick Turnaround Requests:** When you need a swift response but the situation **isn't** site outages, eCommerce disruptions affecting revenue, or severe errors, mark your email subject as "High." We'll ensure your request is addressed promptly, with an initial response within 12 hours. Your needs are our priority, and we're here to support you efficiently.
- 3. General Assistance:** For all other questions, content help, or routine tasks, our support team is ready to assist during normal business hours. We're dedicated to providing the help you need to keep your projects running smoothly.

Our efficient ticketing system directs your requests to the right experts, keeping you informed every step of the way. Your satisfaction is our top priority.

Reach out to us at myteam@gocelerate.com and experience unparalleled support tailored to your needs.