

# What You Get With Privy Support

Our goal is to help our merchants get fast and friendly answers to all their Privy questions.

Whenever you speak with one of our Support Specialists, you're always talking to a real human being with deep technical expertise and years of experience working with email and conversion products. No bots or artificial "intelligence," ever!

Whether you are a first-time business owner just starting your shop, or a serial entrepreneur looking to optimize your store, we are here to help 7 days a week.

## Our hours are:

9am - 9pm ET Monday - Friday

9am - 5pm ET Saturday and Sunday

You can reach us through the Help or Chat widgets in your dashboard, in our [Help Center](#), or by emailing [support@privy.com](mailto:support@privy.com).

And did we mention that we are a global, multilingual team? In addition to English, you can also get support from our native Spanish and Portuguese speakers.

Educate you on product functionality and expected product behavior

Provide resources and support for various areas of the Privy product

Identify and resolve issues that stem from Privy services

Provide advanced technical support as needed \*

\* There may be times where a technical concern or issue that is more advanced will require further diagnostics before reaching a complete solution. In these situations we will escalate to our Technical Team to diagnose and resolve.

