



Introduction to Salesforce Case Management

Starting September 30, 2016, we will begin integrating our PAY.ON platform customers into ACI's Salesforce Case Management System to manage and keep track of all customer cases.

Additionally we will be introducing a new email address for reporting your issues: payon.support@aciworldwide.com

What is Salesforce Case Management?

Salesforce Case Management is a software tool that enables effective management and tracking of cases, questions, and requests relating to your product. Going forward, all support tickets will be maintained and documented in Salesforce.

What does this mean for you?

Put simply, your process will not change, other than using the new email payon.support@aciworldwide.com to report issues. Email responses may look a little different, but the way you report issues and work with your customer support representative is the same. Cases submitted via the new address are quickly routed to the right HELP24 team member to assist with your query.

For customers currently using the online PAY.ON Support portal for ticket management, tickets raised from September 30, 2016 onwards will no longer appear in this view. This is a temporary measure, with integration into the ACI eSupport Portal to be introduced in the coming months.

Sincerely,

ACI Customer Communications