

RENTVINE
CHATBOT

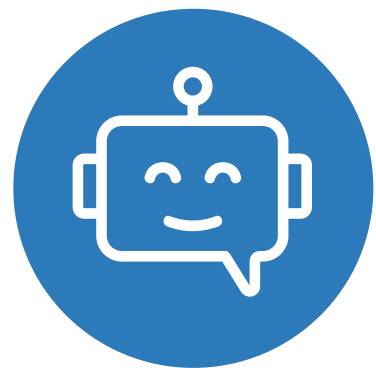
@rentvine

Rentvine is pleased to announce
the launch of our Chat Bot and
LIVE CHAT function.

This powerful tool provides you with the opportunity to engage with a live product specialist for prompt assistance if your issue cannot be resolved through our knowledge base website.
Please note that our email support option remains available for more intricate inquiries.

TAILORED SUPPORT

This FREE service will be accessible to our customers Monday through Friday, from 10:00am to 5:00pm EST. During non-operational hours, a chat bot will be in place, searching our knowledge base website for relevant articles based on your query. In the event of no match, a support ticket will be generated, and our product specialists will respond promptly.



Accessing Live Chat

The Live Chat feature is conveniently located on our knowledge base website at: help.rentvine.com

Simply navigate to the lower right-hand corner of the screen to initiate a chat. It will start by searching our knowledge base website for an article that matches your search and if nothing is found will connect you with one of our specialists LIVE via Chat.

Additionally, the option to submit a support ticket remains accessible at the top of the screen on the knowledge base website. We strive to offer multiple avenues for your convenience, ensuring seamless communication and support.

As we introduce the dynamic Live Chat function at Rentvine, we are excited about the enhanced accessibility it brings to our valued customers. Whether you seek immediate assistance from our live product specialists during operational hours or prefer the traditional support ticket method, we are dedicated to providing comprehensive support tailored to your needs. Your inquiries are important to us, and we invite you to explore the Live Chat features on our knowledge base website at help.rentvine.com. We appreciate your continued trust in Rentvine and look forward to serving you with excellence. Thank you for choosing Rentvine for your rental management needs.

Which support option is best?

Email Support

For inquiries requiring detailed information or involving extensive details such as screenshots and video recordings, we recommend [submitting a support ticket](#). Email support is ideal for comprehensive questions that demand thorough answers.

Live Chat

Utilize the Live Chat function for quick questions that do not necessitate screen sharing or delve into intricate accounting matters. We are committed to providing efficient and tailored support to meet your needs through both channels.