

REMOTE SUPPORT



TrackTrans friendly and responsive customer support is provided by our in-house support and implementation team. Our culture is built around providing the best service and support possible to every single user of the TrackTrans system.

Freshdesk is utilised to ensure that all questions are handled in a timely fashion with reporting available on ticket status, response time and priority levels.

If needed, TeamViewer is utilised to support both desktop and ePOD users to work through training and support issues.

