

We're Here to Help

Think of us as your go-to customer support resource. We're here to help with technical inquiries and escalate as needed to internal Ocrolus teams. We also offer useful tips and training to enhance product knowledge. As internal customer advocates, we take our customers' feedback seriously and use it to inform our product roadmap.

Key Benefits



Free Training & Knowledge-Sharing For End-Users

- For new members who recently joined your organization or existing members who would like a refresher of the Ocrolus platform, customer success is ready to set up 1:1 training.
- Our [Knowledge Base](#) is designed to share know-how in a self-service format, offering helpful tips and tutorials to guide you through the platform.



Customizable Lender Analytics

- Did you know that customizable analytics are available? Our team manages this process internally. Simply contact customer support to inquire about custom analytics.
- To see a full list of definitions for the Lender Analytic terms, please see our [Ocrolus Analytics Guide](#). If you have any questions, the customer success team is always happy to explain what each analytic means and which apply to your business. Reach out to schedule an Intro to Ocrolus Analytics session.



Assistance for API Integrations

- For comprehensive guides and documentation on the Ocrolus API, please see our [API Documentation](#).
- For questions, or to learn more about how you can make the most of the Ocrolus API with hands-on integration assistance, contact customer support.

How Customer Support Tickets Work

All tickets are tracked and reported via Zendesk ticketing. We monitor customer ticket data to identify opportunities for product and operational improvements.



Get in Touch:

Email support@ocrolus.com or fill out our support form via the web-app.