



# Service Hub Overview

## Support with Service Hub

The Service Hub gives IT Service Providers world-class on-demand technical support. Powered by a collaborative Community Forum where members ask product questions and discuss best practices with ElectroNeek experts. The Knowledge Base provides all the technical resources needed to support your clients and to build and deliver bots for any solution.

**99%**

**SLA  
Achievement  
Rate**

### Highlights

#### Development Support

Get product and bot development answers

#### Support Center

95%+ customer satisfaction score

#### Tech Support

Fastest response time in the industry

#### Community Forum

Suggest product improvements

The ElectroNeek Service Hub is built with three key modules.

### Modules

### How It Works

#### Community Forum

- Start a discussion to get guidance from ElectroNeek users and experts, or share your insights with your peers

#### Help Center

- Explore ElectroNeek's platform and automation tools
- Read how-to articles and FAQs and get a sneak peek at upcoming releases

#### Support Center

- Get help with product inquiries and open and manage tickets
- Development support for your first RPA project
- Suggest new product features to the product team
- Additional support resources available

## Why Service Hub

ElectroNeek offers on-demand technical support for your first RPA project, a structured in-depth help center, and a direct communication channel with tech support. Collaborate with other ElectroNeek members and experts on product questions. ElectroNeek's goal is to make your experience as smooth as possible so you can focus on your business goals!

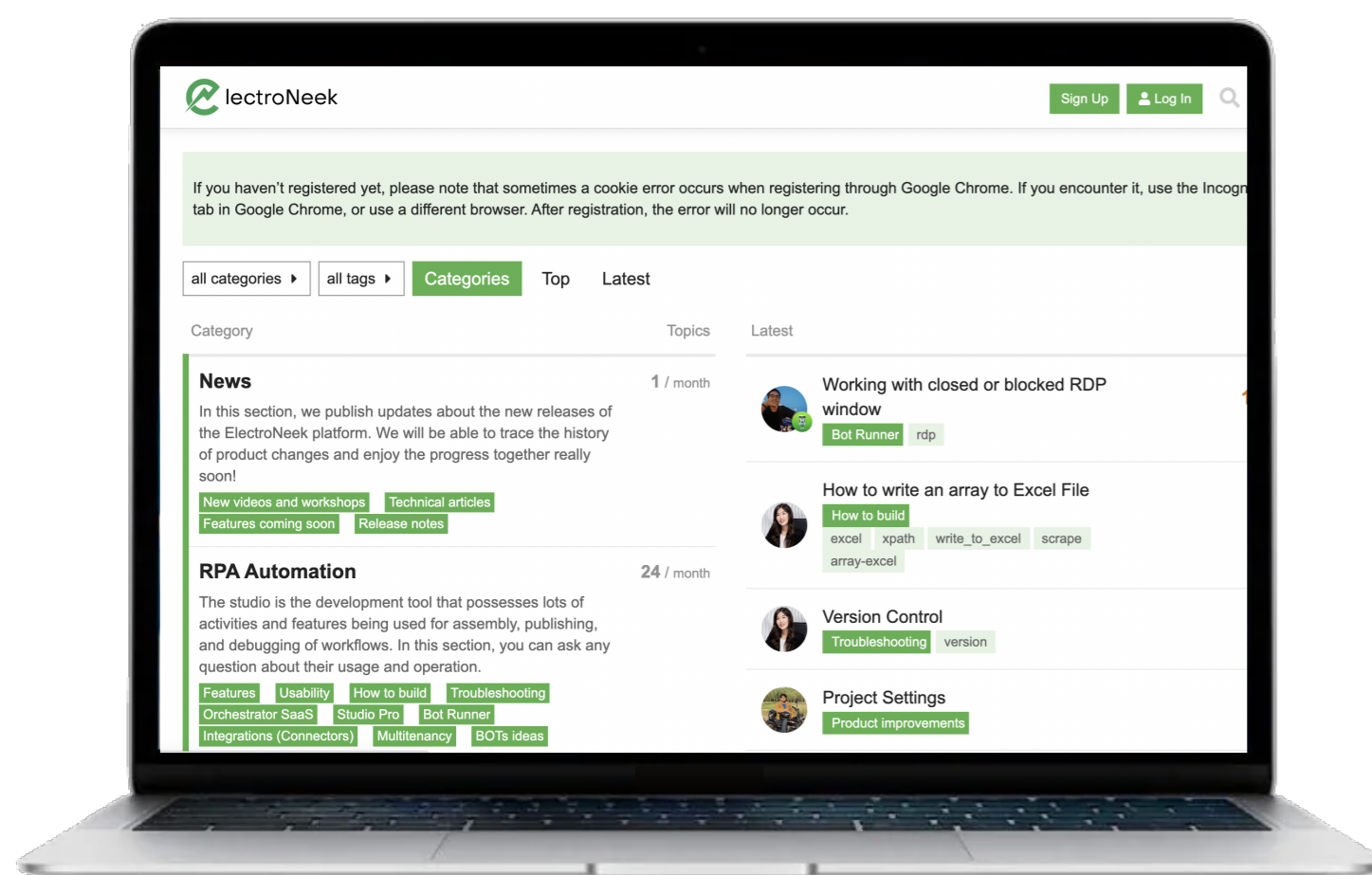


**“The training was simple, like learning the alphabet.**

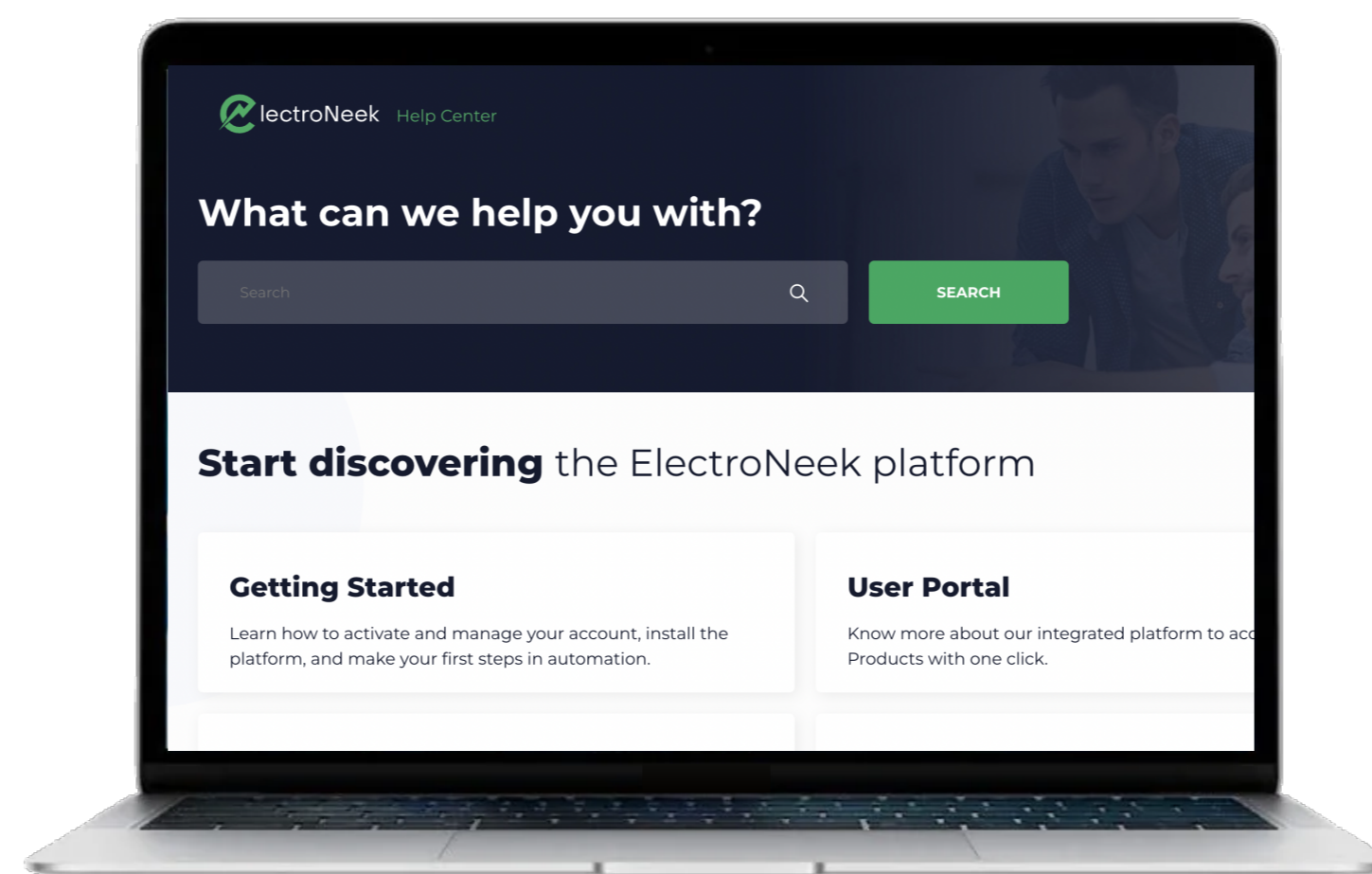
ElectroNeek’s Platform was easy to use, and the support team provided excellent training so our team could get used to the technology.”

**Guy Sanfilippo, Sr. Solutions Architect, Roth Automation**

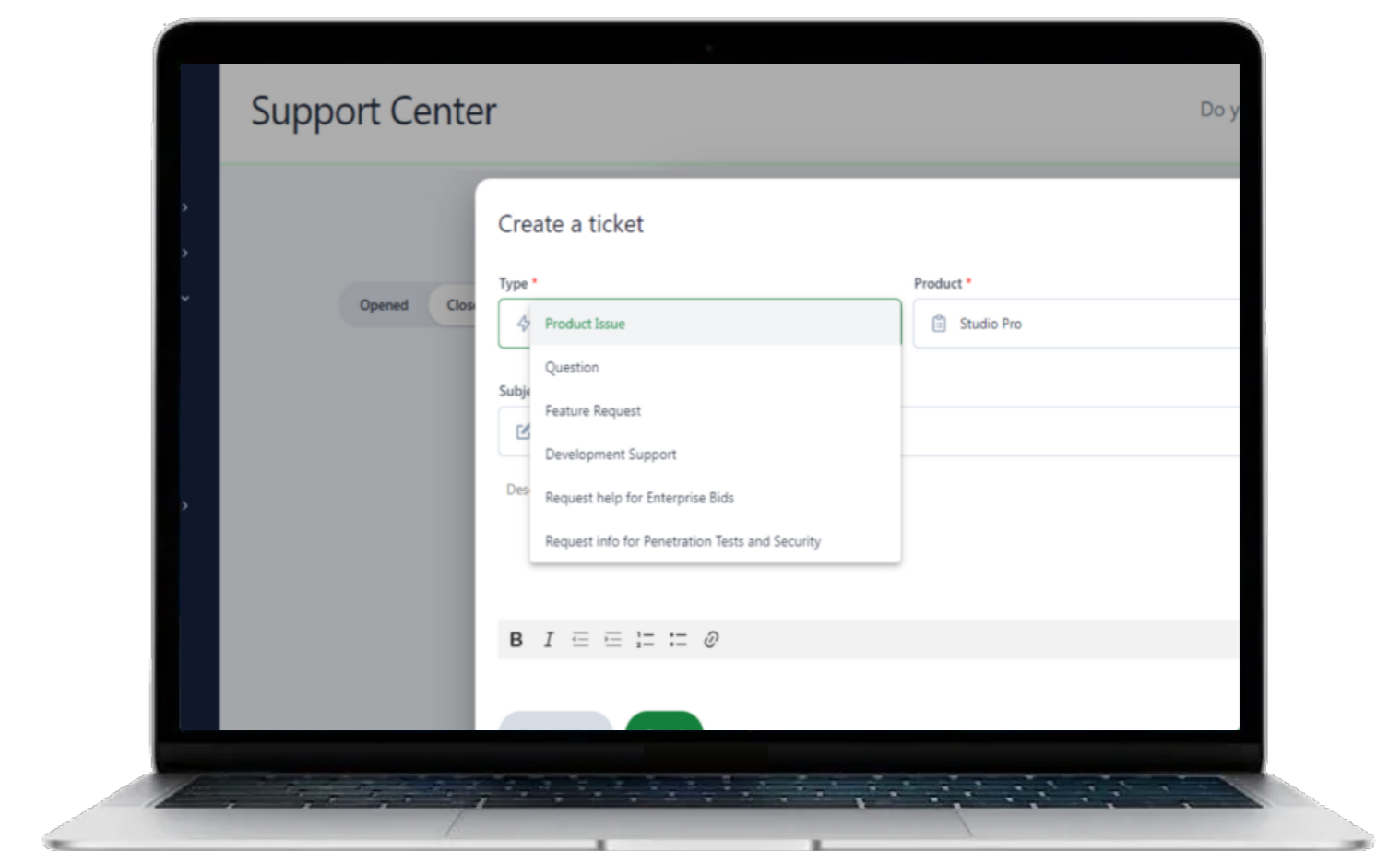
## Service Hub Modules



**Community Forum**



**Help Center**



**Support Center**

1) ElectroNeek: Performance Statistics for Service Level Agreement, December 2022

## About ElectroNeek

ElectroNeek empowers IT Service Providers to bring complex hyperautomation technologies to 200M+ small and medium-sized clients with no-code tools, partner-centric support, and a disruptive business model. With customers ranging from boutiques and newcomers in the Automation-as-a-Service industry to established market players like Xerox, Compasso, and Ricoh, ElectroNeek provides a best-in-class platform, including ultimate GTM support.

[Start Free Trial](#)



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