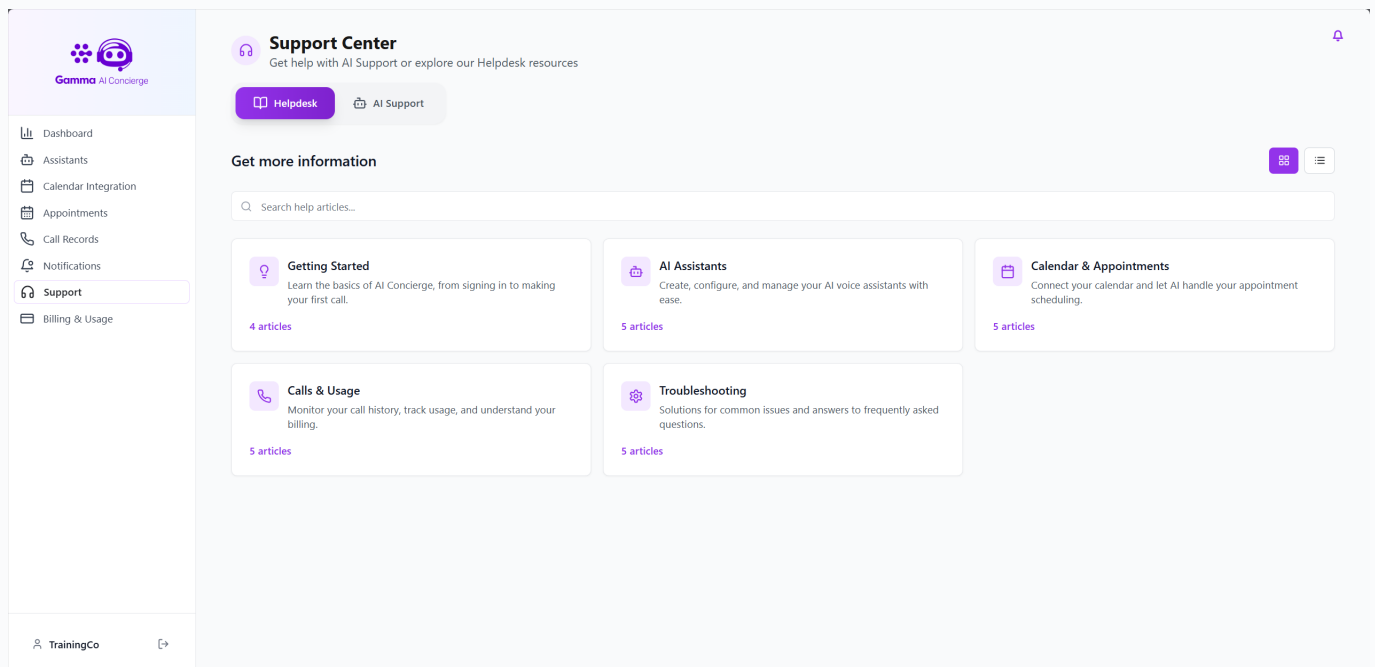


Support

Your customers can get additional help and information in the **Support** section of the Gamma AI Concierge portal.

Helpdesk

The helpdesk section contains a variety of articles that guide you through sections of the AI Concierge portal and how to use the product.



Additional Support

If your customer has an issue that is not covered in the Helpdesk then it should be raised to Gamma.

If you believe the issue to be limited to the AI assistant, we will need the AI assistant ID, which is found in the [Assistants](#) page, and your Tenant ID which is found in your profile.

For call issues we require the above as well as the **call ID**, which can be located in the [Call Records](#) section.

Faults can be raised to Gamma via the following contact details:

- aiconciergesupport@gamma.co.uk - this is monitored 8am - 6pm Monday to Friday, excluding UK Bank Holidays
- **0808 178 8000 - option 3, option 1, option 9** - this can be called 24/7