

Realdolmen Service Desk

To give you a better support for your questions, issues, ... about our Microsoft D365 CRM Add-ons , we will centralize all requests which will be treated by the Realdolmen Service Desk. We have foreseen different channels to communicate with the Realdolmen Service Desk:

1. Mail

Please mail us at following address and give us all the relevant information you can provide.

Info.D365Products@realdolmen.com

2. Phone

Please call the following phone number:

+32 2 78 150 140

Please give the following information:

- Your partner name
- I want support for: MS D365 CRM, for one of the following products:
 - Travi@ta
 - Travi@ta with claims
 - Single View Builder
 - Sales Journey Assistant

The operator will log your Inquiry in the system of the Realdolmen Service Desk. The “MS D365 CRM” team will contact you as soon as possible.

3. Website

We can give you access to our online system, where you can create your own ticket. The advantage of this system is that you have an overview and can follow-up your tickets. If you want to have access, please ask for your credentials by sending an email to:

Info.D365Products@realdolmen.com

The Realdolmen Service Desk will be available for you from Monday until Friday: 8.30 AM – 5 PM (Time zone UTC +1 Central European Time).

www.realdolmen.com