

KYRIBA SOCIAL

Knowledge Base, Interactive Community and Client Support Portal

Kyriba's online social support portal, Kyriba Social, provides clients a dynamic resource that combines a knowledge base with a peer-to-peer interactive social forum, ideas portal and online support.

Kyriba Social provides clients a unique knowledge base where they can find helpful product information.

Through the ideas section, clients can vote for and promote ideas for new Kyriba product and service enhancements. In forum, peer-to-peer interaction allows clients to discuss topics of interest and share their knowledge, in a truly social and interactive way.

In addition, Kyriba Social offers clients the flexibility to create and view their support cases online, as well as those from other users at their organization.

Updated system information, such as bank connectivity, new product and service pack releases plus other critical information, are posted on the status page and personalized for each client, based on bank and platform information.

You'll always know what's new at Kyriba through the status page. From webinars to client conferences and other events, you can easily find it here.



About Kyriba's Client Support

Kyriba is committed to delivering on Client Support excellence. Kyriba Client Support is your source for any questions about the Kyriba application, bank connectivity or enhancement requests. Kyriba Client Support is available through telephone, email or through Kyriba Social, our online support portal. Kyriba Social provides clients a dynamic resource that combines a knowledge base with a peer-to-peer interactive social forum, ideas portal and online support.

Kyriba Social provides clients the ability to leverage the Kyriba community to connect and collaborate with other Kyriba users on best practices and ideas as well as the flexibility of opening and viewing support cases online.

Kyriba Social Provides

Knowledge Base

- Read and learn from expert posts in the knowledge base.
- Easily search for product and topic information.

Cases

- Quickly create new support cases online.
- View status on open support cases.
- View support cases for your organization – current and closed.

Forum

- Ask questions of the Kyriba user community.
- Interact with your peers in the Kyriba user community.

Ideas

- Contribute ideas to Kyriba product development by suggesting new product and service enhancements in the “ideas” section.
- Vote on suggested ideas and add your comments.

Status

- View platform and bank connectivity status.
- Learn what’s new at Kyriba.

About Kyriba

Kyriba is the global leader in Proactive Treasury Management. Our software-as-a-service (SaaS) treasury and risk solutions enable finance teams to optimize their cash, manage their risk, and work their capital. Our award-winning cash, treasury, payment, risk management and supply chain finance solutions are used by leading brands worldwide, including Amway, Electronic Arts (EA), PulteGroup, Inc., and Qualcomm, to unlock new business value, drive corporate growth and ensure compliance. For more information on how to be more proactive in your treasury management and drive business value, contact treasury@kyriba.com or visit <http://www.kyriba.com>.