

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. Kyriba clients can also search by case number or subject - and export a list to Excel. There is no limit to the number of users, and clients can self-register for access to Kyriba Social online.

View current platform and bank status through the color-coded status tab. The colors indicate a message for the user: green is satisfactory, yellow is for an issue, red is for a critical issue and blue is information related. The "i" icon is for news pertaining to the Kyriba product.

The news section provides updated information on Kyriba, such as client conferences, trade shows and attendance at industry events.



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.
- Search cases by case number or subject – and export to Excel.
- 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 bank connectivity and platform status.
- See maintenance schedule.
- Find product information.

News

- Learn what's new at Kyriba.
- Meet Kyriba at an event near you.

About Kyriba

Kyriba is the global leader in cloud-based Proactive Treasury Management. CFOs, treasurers and finance leaders rely on Kyriba to optimize their cash, manage their risk, and work their capital. Our award-winning, secure, and scalable SaaS treasury, bank connectivity, risk management and supply chain finance solutions enable some of the world's largest and most respected organizations to drive corporate growth, obtain critical financial insights, minimize fraud, and ensure compliance. To learn how to be more proactive in your treasury management and drive business value, contact treasury@kyriba.com or visit kyriba.com.