

Autobooks Customer Care

Live Support Specialist Hours

Monday - Friday

9:00 a.m. – 6:00 p.m. Eastern Time

Phone:

866-617-3122

Email:

support@autobooks.co

Web ticket:

Autobooks in-app support request form

Service Standards

Phone:

Time in queue – 70% of calls are answered within 90 seconds

Time service factor – Average max queue wait time usually does not exceed 5 minutes

No Support Specialist available:

- Wait on hold for next available Support Specialist
- Press 1 for voicemail
 - Voicemail is responded to within 2 business hours
- Press 2 for call-back
 - Caller place in line is held and next available Support Specialist completes call-back

Email:

- Support email receives an immediate automated message with a ticket number
- Email is responded to within 2 business days

Web ticket:

- Support web ticket receives an immediate automated message with a ticket number