

Autobooks Customer Care

Live Support Specialist Hours

Monday - Friday

9:00 a.m. – 6:00 p.m. Eastern Time

Customer knowledge base:

<https://help.autobooks.co>

Submit a web ticket:

<https://help.autobooks.co/contact-autobooks-support>

Phone:

866-617-3122

Employee Information site:

<https://banking-help.autobooks.co>

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

Web ticket:

- Support web ticket receives an immediate automated message
- Web ticket is responded to within 2 business days