

Babel Street Customer Support

Babel Street serves a diverse client base that relies on our technology to achieve their most critical business and mission objectives. To ensure our customers succeed, we offer comprehensive global support, in-product guidance, training, and a rapid response help desk.

As a Babel Street customer, you can expect the following support commitment:

Access to our global team — We have support professionals in the U.S., Asia, and Europe with the expertise to provide multi-tier support and follow-the-sun handoff for critical issues.

Clearly defined issue escalation — Many issues can be resolved by Tier 1 personnel, but those that can't are quickly escalated through an established process to our Tier 2 and Tier 3 experts.

Enhanced Service Level Objectives (SLOs) — We offer customized support packages depending on the Babel Street product and use case. Consult with your Babel Street representative to discuss enhanced support.

Continuous learning — Our help center offers support articles on frequently-encountered topics. Contextual in-product tutorials also guide users through specific tasks.

Contact Babel Street Support, visit:

<https://www.babelstreet.com/support>

Use these respective email addresses to log a help ticket

Babel Street Analytics: support@rosette.com

Babel Street Data: datasupport@babelstreet.com

Babel Street Insights: helpdesk@babelstreet.com

You can also reach our help desk by calling (703) 956-3572 and selecting option 1.

At Babel Street, we take our commitment to support very seriously. We regularly conduct client satisfaction surveys that cover the scope of our support services and pride ourselves on a six-month running average of perfect scores. We're confident you'll be one of our satisfied customers.

"[Babel Street] looked to bend over backwards to solve a customer problem. They were realistic. They were pragmatic. Most importantly, they did exactly what they said they would do."

— Solution architect, automated compliance solution

Babel Street is the trusted technology partner for the world's most advanced identity intelligence and risk operations. The Babel Street Insights platform delivers advanced AI and data analytics solutions to close the Risk-Confidence Gap.

Babel Street provides unmatched, analysis-ready data regardless of language, proactive risk identification, 360-degree insights, high-speed automation, and seamless integration into existing systems. We empower government and commercial organizations to transform high-stakes identity and risk operations into a strategic advantage. Learn more at babelstreet.com.