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From: Chris Vetrano at Flock Safety
<chris.vetrano@flocksafety.com>
To: "Jake"
Cc:
Bcc:
Importance: Normal
Subject: Introducing 24/7 Chat Support — Now Available in the Flock Safety Platform

Hi Jake,

We're excited to announce that starting today, all Flock Safety customers now have access to Chat Support directly within the Flock Safety Platform.

This new in-product experience gives you:

- Instant answers to common questions, 24/7
- Seamless access to our Support team when you need human assistance
- Smarter, faster help — right inside your Flock Safety Platform workspace

You'll now see the new Chat icon on your Flock Safety Platform navigation bar. Simply click it to launch Chat and start typing your question.



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No more searching for forms or waiting on hold. Just quick, clear support when and where you need it. This enhancement was made possible thanks to the feedback from our early pilot participants, who helped us refine and perfect the experience.

We're excited to bring this to your entire organization and look forward to hearing how Chat Support helps your team save time and stay focused on your mission.

Thank you for partnering with us – and for your patience – as we continue to build a smarter, faster, and more connected Support experience.

Chris Vetrano & the Flock Safety Team
Director, Customer Support

Flock Safety

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