

Expert onboarding and proactive customer care

Expert onboarding

The moment you install your plug-and-play devices, they start collecting data. Your personal FleetUp representative will reach out and schedule a time to introduce you to our software, make sure your devices are installed correctly, and answer your questions.

** Learn more about installation, including concealed installation options, at our [video channel](#).*

Proactive customer care

After you've been onboarded, your FleetUp representative continues to check in and make sure you're getting everything you need. During quarterly health checks, you'll discuss how FleetUp can help you achieve your big-picture business goals and solve any problems you might be having.

Hours of support

At any time, if you have any questions, you can reach FleetUp customer support via phone, email, or online chat. Our support team answers 97% of phone calls and responds to emails within an average of 30 minutes. We're always here to help.

Product upgrades

FleetUp's software never becomes obsolete. With engineers working in Silicon Valley, Los Angeles, and around the world, we push our technology to the cutting edge. Our platform is continuously growing smarter and more powerful, with regular product enhancements released every month.

Software integration

FleetUp’s software is built with an open API, so it can be integrated with the current systems your fleet uses. Contact our support line and set up a time to talk to an engineer who will tailor the FleetUp platform to fit your unique needs.

Core Customer support features

3 support channels	Phone, email and online chat
Support availability	Weekdays from 5:00 a.m. to 4:00 p.m.
Phone pick-up rate	97%
Average email response time	30 minutes
Quarterly health checks	Proactive care from your personal FleetUp representative
Product enhancements	Continuous product features and enhancements launched every month
Open API	Integrate with FleetUp’s software

Customer support contact information

- Phone number: [**\(833\) 663 – 5338**](tel:8336635338)
- Email address: [**support@fleetup.com**](mailto:support@fleetup.com)
- Online chat: Visit [**FleetUp.com**](https://fleetup.com) and click the gold message icon in the bottom right corner.