Admin & Support Contact

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Point your team to the right person for help — the contact shown on every Home page and used on system emails.

Introduction

A new agent joins and doesn't know who to ask about anything. An office manager leaves and their name is still on every notification going out. Both of those come back to one setting: who your account points people to for help.

The Admin & Support Contact is a name, an email address, and a phone number stored on the account itself. That last part is where people trip. Once it's filled in, it stands on its own. Changing your own email address elsewhere doesn't move it, and taking a departed admin out of your user list doesn't either. It stays whatever was last saved in Company Settings until someone saves something different.

Kept current, it does two things worth having: your team can see at a glance who to ask, and Pipeline's automated mail looks like it came from someone in your office rather than from nowhere. The fields are plain text, too, so a role name and a shared inbox work just as well as a person's name if that's how your office prefers to be reached.

How It Works

The contact is three fields in Company Settings, and Pipeline uses it in a couple of places your team sees.

Where It Appears

The Admin & Support Contact shows on the left menu of the Home page for all users, so anyone who needs help can find the name, email, and phone right there.

What Fills In by Default

If you leave the name or email blank, Pipeline uses the master admin's name and email. Leave the phone number blank and Pipeline shows no phone.

It's the Sender on System Emails

Pipeline addresses its automated emails from the Admin & Support Contact email. That way, when an agent replies to a notification, their reply goes straight to the admin.

How It Relates to a Location's Primary Contact

The Admin & Support Contact is your account-wide help contact. It's separate from a location's primary contact, which you set per location on the Manage Users page.

Set Your Admin & Support Contact

> Update the name, email, and phone from Company Settings.

Who Can Do This: Master admins.

To set your Admin & Support Contact:

1. Click the [Gear] in the upper-right corner, then [Admin / Settings].
2. Scroll to the **Admin & Tech Support** section.
3. Enter the **Support Name**, **Support Email**, and **Support Phone**. Leave the name or email blank to fall back to the master admin's; leave the phone blank to show none.
4. Click [Save Settings].

The updated contact appears on the Home page for all users, and system emails go out from the support email you entered.

Route Replies to the Right Office

One contact for the whole company works while there's one office. Once there are several, this setting becomes the fallback rather than the answer, because an agent replying to a notification should reach the admin down the hall.

Give each Location a primary contact so agents know who to reply to, and system emails come from the right person.

See [Primary Location Contact]

Admin & Support Contact FAQ

The contact shows on everyone's Home page, fills in from the master admin when left blank, and is the sender on system emails. Answers to the common questions about where it appears and how it differs from a location's primary contact. See [Admin & Support Contact FAQ].