

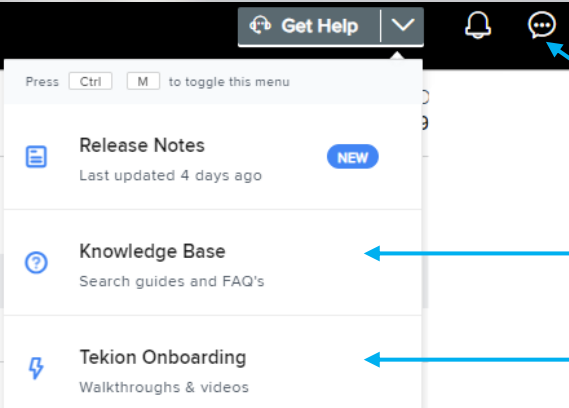
With the implementation of the ODSX Phased Approach, we have revamped the support available.
Don't hesitate to reach out for help!



Ongoing Support

(Available for all Acura Dealers)

- General ODSX Information:**
 - Interactive Network (iN) -> Sales -> Omnichannel Digital Sales Experience -> Program Resources
 - AcuraInfoCenter -> Trainings -> Omnichannel Digital Sales Experience -> ODSX Program Resources
- Braintree and Dreamshop Support:** Interactive Network (iN) -> Parts -> Dreamshop -> Resources
- Weekly ODSX Dealer Support Call**
- Tekion 24/7 ODSX Support Hotline:** (833) 247-2240 (Mention Acura ODSX)
- Tekion ODSX Support Email:** ODSXSupport@tekion.com (Mention Acura ODSX)
- "Get Help"**  icon on ODSX



- Tekion Live Chat**
(Mention Acura ODSX)
- Tekion ODSX Knowledge Base**
- Tekion Onboarding Walkthroughs**

7. Reach out to your **Zone Teams**



Real-Time Tekion Support

(Available for all Acura Dealers)

- Tekion 24/7 ODSX Support Hotline**
 - All calls will now be routed to Technical Support. Should there be a need for BSA support, Technical Support agent will create a ticket to make sure it is escalated to BSA
- Tekion Live Chat**
 - Tekion will cross-train all chat support staff to ensure support staff are equipped with both product and industry knowledge