

# Altaworx Support & Escalation Contacts

## **24/7 Support Team:**

Email: [support@altaworx.com](mailto:support@altaworx.com)

Phone: 855-569-8647 Opt. 2

Direct: 844-866-5668 or 404-902-5668

## **First Level Escalation:**

Escalation Team

Direct: 855-734-5666 or 404-902-5666

*Note: This group is in the office Mon. – Fri., 8:00 am – 5:00 pm Central Time.*

## **Second Level Escalation:**

Client Support Manager

Matt Conklin

Email: [mconklin@altaworx.com](mailto:mconklin@altaworx.com)

Direct: 404-902-5659

## **Third Level Escalation:**

Vice President of Operations

Lydia Walker

Email: [lywalker@altaworx.com](mailto:lywalker@altaworx.com)

Direct: 404-902-5665