

Support & Contact Info PDF

UniMatch: Support & Contact Information

At UniMatch, customer satisfaction is our main goal. We provide user resources, technical support, and a strong support system to guarantee you have the greatest experience. You can find all the information you require to utilize our support services below:

1. Customer Support: Our customer service team is available to assist you with any questions or concerns. We offer multiple channels to make it easier for you to get in touch:

- Phone Support: +351 210 893 723 ; Available every day, from 8AM to 10PM GMT.
- Email Support: support@unimatch.com - We'll respond to your inquiries within 24 hours.
- Social Media Support: @unimatch on Facebook, Instagram, and X. Follow our official social media accounts to keep up with any update.
- The Chabot: In some cases, the chatbot itself might be enough to provide you technical support!

2. Frequently Asked Questions (FAQs):

Our FAQs are designed to provide instant answers to common questions. Topics include:

- Accounts
- Personal data & preferences
- Privacy concerns
- University/Course queries
- Matching results breakdown
- Visit our FAQ page for more questions than the ones included in this file.

Our support team is always ready to assist you with any questions or issues you may have. Contact us at any moment, and we'll make sure that you will enjoy working with us!

Q. Is it necessary to have an account?

- No, you can interact with the chatbot as a “guest” so you can try out its potentialities; however, it won’t be possible to add any form of personalization.

Q. Do I have to pay anything?

- No, UniMatch is a completely free service! In the future we might plan to add expansions which require a form of payment, but as of now it’s completely free.

Q. How do I fill out my preferences about the university?

- All you have to do is talk about it to the chatbot, so say something like “I would like a university with [X] characteristics”, and the chatbot will automatically fill out your preferences!

Q. Can I use the chatbot without sharing any private information?

- Technically it is possible to receive the chatbot’s services without sharing any sort of personal data, it is still the best to share a few pointers for the chatbot; in this way, we can guarantee a completely personalized interaction with the chatbot.

Q. Can I delete my account and data permanently?

- Yes! UniMatch is completely GDPR-compliant, as we guarantee total transparency in personal information handling. When you want to delete your account with your data, you can either ask the chatbot to do it or do it via the user interface.

Q. Does the chatbot support any other languages than English?

- While the chatbot is able to handle conversations in other languages, it is still the best to maintain the interactions in English, to avoid potential errors. However, it is totally safe to upload external documents in foreign languages, as the chatbot is specifically designed to translate the documents for you.