

Demandbase Support

Fast Answers. Real Experts.

When you need help, you want to engage with a team of platform experts.

That's Demandbase Support.



Why enterprise teams choose Demandbase support

We speak your language. Our support team is built for B2B: highly technical, deeply experienced, and committed to making every interaction count.



Rapid Response Times

We know that every moment counts. That's why we make sure that your inquiries are addressed promptly and efficiently.



Proactive Monitoring

We proactively monitor and analyze customer interactions. This approach allows us to identify and address potential issues before they escalate, minimizing disruptions to your business.



Global Expertise

Our support engineers undergo comprehensive training across geographies and product lines. This ensures that no matter where you are, you have access to knowledgeable professionals who understand your unique needs.



Award-Winning Excellence

In 2025, we received the Silver Stevie® Award for Customer Service Department of the Year in the Computer Software category for companies with over 100 employees. This is our second year in a row earning Silver and our third consecutive Stevie Award, following a Bronze in 2023 and Silver in 2024.

How it works

1

Reach Out

You'll always engage with an expert, cross-trained across our product suite and ready to help without missing a beat.

2

We Dive In

We combine Salesforce Service Cloud, SupportLogic AI, and custom-built tools to get to the root of the issue fast. You'll never be left guessing; expect clear updates and real progress, not ticket limbo.

3

Resolution and Beyond

We aim for swift, effective solutions and ensure you're satisfied with the outcome. Expect follow-ups with clear next steps and resolutions to keep things running smoothly.

When B2B enterprise teams need answers, they contact Demandbase support.

Need to talk support? Let us show you what real partnership looks like.

[Book a Demo →](#)

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