MapQuest Professional Services

"[MapQuest support team] was instrumental in helping us with our migration ... We couldn't have made the transition without significant interruptions to our customers without [your team's] assistance!"
- Gaver Powers, YardDogSoftware

Whether you are needing some guidance and analysis of your implementation, seeking a full training session on our functionality or are requesting a product update, MapQuest wants you to succeed with our geospatial tools.

Learn more about the variety of support options we have available, all of which involve talking to a person. Crazy, we know – and, we have a 95% customer satisfaction rate!

Customer Support

Our support philosophy is simple — you have questions, we have answers. With a variety of support options, our customer support team sets you up to get the help you want, when you want it.

Forums:
- Talk with fellow developers
- Support staff interacts and monitors forums daily

Support team:
- Key/clientID, datatable issues
- Functionality assistance
- Ticket monitoring and updates
- Billing report analysis
- Notification of key maintenance windows and release notes
- Assistance during critical events

Professional Services

In parallel with our customer support team, our professional services team wants to make sure you hit the ground running and are utilizing all of our best practices. Our highly trained and specialized professional services team offers:

Functional Training:
- Deep-dive training on Geocoding, Mapping, Directions, Data Manager and more
- Help managing keys and security settings
- Ensure you understand basic functions, requests, responses, and advanced options

Implementation Review:
- New application overview and analysis to suggest which API and functions are best suited for you
- Existing application code review

Full-Scope Services:
- Bulk geocode processing
- Website implementation
- Logging deep-dive and analysis
- Team augmentation
- Full-cycle development
- Development, QA and project management

Universal Support

Data is our business; excellent customer experience is our goal. To ensure you are the crème de la crème, our product managers would love to know:
- Missing or misplaced addresses, postal codes, towns, etc.
- Duplicate POI/business listings
- Product enhancement requests

Looking for a little guidance? Reach out to us via the channels below and a human will contact you from the other end for next steps:

Phone   Forum   Social Media   Email