

Meltwater Resource Guide | McKinsey & Co.

- [Meltwater Academy](#)
 - Self-paced, classroom style learning modules
- [Meltwater Community](#)
 - Learn from other Meltwater users, submit and follow product updates, and more
- [Meltwater Help Center](#)
 - Expansive library of all resources
- **Live Chat** available inside Meltwater via the chat function or via email at help@meltwater.com
- Dedicated account team for 1-1 consultation and training

Your Meltwater Account Team:

Bryan Pfeiffer - Senior Enterprise Client Success Executive:

bryan.pfeiffer@meltwater.com

- Strategic account consultation + Overall Support to make sure you're getting the most value out of your investment

Victoria Leitner - Client Support Specialist:

victoria.leitner@meltwater.com

- Ongoing account training + Continued search building/optimizing + Dashboard creation + Fielding ad-hoc requests from the McKinsey team

Feel free to include Bryan and Victoria in all emails!

Help Center Resources By Tool:

[An Overview of Meltwater](#)

Explore:

- Meltwater Academy: [Explore Courses](#)
- [Learn the Complete Boolean Library](#)
- [Best Practices: Explore](#)
- [Reporting Options](#)

Newsletter:

- [Get Started with Newsletters](#)

- [Recipient and Readership Analytics](#)
- [Get Started with Insight Reports](#)

Reporting

- [Get Started with Analyze](#)
- [Get Started with Insight Reports](#)

Communications Channels

- Guidelines into how to easiest and quickest get support from Meltwater.
- Please note everything listed can also be done by the McKinsey team in the platform.
- Resolve time (after initial response) is depending on complexity and a timeline can be provided upon request.
- Depending on the request, please also note validation/input from the McKinsey team might be needed to continue moving forward with the request.

AI Platform Assistant

Your Account Team	help@meltwater.com	Live Chat
Response Time: within 24 hrs. (business hours: 9 am-5pm EST)	Response Time: 30 min. (24/7)	Response Time: 1 min (24/7)
Consultation & Strategy	Support	Support
New project set-up	Update keywords Update dashboards Update or create alerts Export data in csv	Update keywords Update dashboards Update or create alerts Export data in csv
New user onboarding	Report and add missed articles	Report and add missed articles