

Choosing the Right Contact Channel for Your Inquiry

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Matching Your Question to the Best Contact Option

When you want to contact Sherkety ERP & Website Platform, start by matching your question to the contact option that fits the kind of reply you need. This saves time and helps the team respond in the right way the first time.

Use the **Contact** page form for general questions, first-time inquiries, and requests that can be explained in a short message. This works well when you want to ask about services, request more information, or ask the team to contact you back. If you already reviewed social links, address details, or business information in [Using Social Links and Business Details](#), the next step is choosing the channel that matches your goal.

Use the listed **phone number** when your request is urgent or you need a live answer during business hours. This is the best choice for same-day coordination, confirming availability, or checking something that cannot wait. Use the **email address** when your message is detailed, formal, or likely to include documents and background information. Use **WhatsApp** when you need a short back-and-forth conversation, quick clarification, or lightweight follow-up.

For a **Business Services** visitor, your choice usually depends on the purpose:

- Ask about service availability through the **contact form** or **email**
- Request a callback through the **contact form** and mention your preferred contact method
- Confirm office details through **phone** or **WhatsApp** if timing matters

For a **prospective ERP buyer**, choose based on how much detail you need to share:

- Use the **contact form** or **email** for product discussions, pricing questions, implementation planning, or module interest
- Use **phone** to check whether someone is available to speak now

- Use **WhatsApp** for quick pre-sales questions or arranging a follow-up conversation

Before you reach out, prepare a few basics:

- Your name
- Your company name
- The topic of your inquiry
- Whether you prefer a reply by phone, email, or WhatsApp
- Whether the request is urgent
- Whether your question is about **ERP**, **business services**, or both

[SCREENSHOT: Contact page showing form, phone, email, WhatsApp, address, and business hours in one view]

Sending General Questions Through the Contact Form

The **Contact** page form in Sherkety ERP & Website Platform is the best place to send non-urgent questions, especially if this is your first time reaching out. It gives you a structured way to share the basics without needing to decide who to contact directly.

Steps to send a general inquiry

1. Open the **Contact** page from the website navigation or footer.
2. Review the contact section and locate the message form.
3. Enter the required fields, such as your **name**, **email**, **phone number**, **company**, and **message**, where those fields appear.
4. If the form includes a **subject** or topic selector, choose the option that best matches your request.
5. In the **message** box, explain what you need in clear, direct language.
6. Add any useful context, such as whether you want a callback, more information about a service, or a reply by email.
7. Submit the form and wait for confirmation on the page if one appears.

The message box is a good fit for requests like:

- Questions about business services
- Partnership or collaboration inquiries
- Requests for the sales team to contact you
- General website or offering questions

- Follow-up requests after browsing service or ERP pages

Keep your message focused. A short message with a clear purpose is usually easier to route than a long note covering several unrelated topics. If you need a reply in a specific way, say so directly in the message.

The contact form is less suitable when:

- You need an answer immediately
- You want to send long requirement documents
- You need to attach files
- Your request requires several fast clarifications in a row

In those cases, the **phone number**, **email address**, or **WhatsApp** option on the same contact area may be a better fit.

[SCREENSHOT: Contact form with required fields and message box]

Calling, Emailing, or Messaging on WhatsApp Based on Urgency

If your question is not a good fit for the contact form, choose between the **phone number**, **email address**, and **WhatsApp** based on how quickly you need a reply and how much detail you need to share.

Steps to choose the right direct channel

1. Check whether your question is urgent, detailed, or conversational.
2. Look at the **business hours** shown on the contact page before choosing a live channel.
3. Use the **phone number** if you need to speak with someone right away during open hours.
4. Use the **email address** if your message includes background details, project scope, or documents.
5. Use the **WhatsApp** option if you need a short exchange, quick clarification, or follow-up coordination.
6. Stick with that one channel unless the team asks you to continue elsewhere.

Use the **phone number** for time-sensitive situations. Calling is best when you need a same-day answer, want to confirm whether someone is available, or need immediate

clarification. It is also useful when a short conversation will solve the issue faster than typing messages.

Use the **email address** when your request is more structured. Email works best for detailed service inquiries, ERP requirement notes, formal business communication, or anything that may need a written record. If your message includes several points, multiple stakeholders, or supporting documents, email is usually the clearest option.

Use **WhatsApp** for lighter communication. This channel works well for quick questions, short updates, confirming location details, or checking whether a demo or callback can be arranged. It is especially useful when you expect a brief conversational reply rather than a full written explanation.

A simple way to choose:

Channel	Best for	Interaction style
Phone	Urgent or same-day matters	Live discussion
Email	Detailed or formal requests	Structured written reply
WhatsApp	Quick clarifications and follow-up	Fast conversation

[SCREENSHOT: Contact details area with phone, email, and WhatsApp options]

Choosing the Best Way to Ask About ERP Services

If you are exploring ERP options in Sherkety ERP & Website Platform, the best contact channel depends on whether you are still gathering information or you are ready for a more detailed sales discussion. ERP inquiries are easier to handle when you include enough business context from the start.

Steps to send an ERP inquiry

1. Decide whether your question is exploratory, urgent, or detailed.
2. If you want a product discussion, use the **contact form** or **email address**.
3. In your message, state that your inquiry is about **ERP services**.
4. List the modules you are interested in, such as **HR, Sales & CRM, Accounting, Purchasing, or Reporting**, if relevant to your needs.
5. Add business details that affect the discussion, such as company size, number of users, departments involved, and your target timeline.
6. If you only need a quick confirmation or want to know whether someone is available to speak, use the **phone number** during business hours.

7. If you want a short pre-sales exchange or to arrange a follow-up, use **WhatsApp**.

The **contact form** and **email** are the strongest options for discovery-stage ERP requests. They give you room to explain your current setup, your pain points, and what you want to improve. For example, you might be comparing modules, asking about pricing, or trying to understand implementation timing. These channels are also better when several people in your company are involved in the decision.

Use the **phone number** when your main goal is immediate confirmation, such as checking whether ERP consultations are available, asking when a sales discussion can happen, or speaking directly with someone if timing matters.

Use **WhatsApp** for quick pre-qualification questions. This is a good option when you want to ask whether demos, consultations, or follow-up messages can be arranged before sending a fuller request.

Include these details whenever possible:

- Company size
- Number of users
- Departments involved
- Current pain points
- Modules of interest
- Desired timeline
- Whether you need **ERP**, **business services**, or both

[SCREENSHOT: Contact area used for an ERP sales inquiry]

Using the Address and Business Hours Before You Reach Out

Before you call, message, or submit the contact form in Sherkety ERP & Website Platform, check the **address** and **business hours** shown on the contact page or footer. These details help you choose the right time and method, especially if your request involves office location, mailing, or an in-person meeting.

The **business address** is useful when you need to confirm where the office is located, verify where to send materials, or make sure you are referring to the correct location before planning a visit. If your inquiry depends on physical presence, such as meeting coordination or document delivery, reviewing the address first can prevent confusion.

Steps to use address and business hours effectively

1. Open the **Contact** page or review the footer contact details.
2. Locate the **business address** and read it carefully before planning a visit or sending anything location-related.
3. Find the listed **business hours**.
4. If the office is currently open, decide whether a **phone call** is the fastest option.
5. If the office is closed, use the **contact form** or **email address** so your request is waiting for review on the next business day.
6. If your question is short and timing is flexible, use **WhatsApp** for lightweight follow-up.
7. Mention in your message if you are asking about office access, location confirmation, or meeting timing.

Response timing may vary depending on when you send your inquiry. Messages sent during open hours may be easier to handle quickly, especially by phone or WhatsApp. Requests sent outside business hours, on weekends, or during holidays may be reviewed later, so email or the contact form is often the better choice in those cases.

Address details are most useful when you need to:

- Plan a visit
- Confirm office presence
- Verify location before sending documents
- Check that you are contacting the right office for your request

[SCREENSHOT: Business hours and address section on the contact page]

Avoiding Delays When Contacting the Team

A clear message sent through the right channel usually gets a faster response than the same request sent everywhere at once. In Sherkety ERP & Website Platform, the best way to avoid delays is to choose one main contact method and provide enough detail for the team to understand what you need immediately.

Steps to reduce back-and-forth

1. Pick one primary channel for your request: **contact form**, **phone**, **email**, or **WhatsApp**.
2. Start your message with your **name** and **company name**.

3. Add your preferred reply method, such as phone or email, if you want the team to respond in a specific way.
4. State the exact topic, such as **ERP inquiry, business services question, pricing request, or office confirmation.**
5. Explain whether the request is general, sales-related, or time-sensitive.
6. If your request includes long notes, documents, or several decision-makers, move the conversation to **email** instead of short-message channels.
7. Wait for a response before repeating the same request through another contact option unless timing is critical.

Sending the same message through the contact form, email, phone, and WhatsApp at the same time can slow things down because the team may need to compare duplicate requests before replying. A single, well-written inquiry is easier to route and answer.

Include identifying details up front:

- Your name
- Company name
- Phone number or email address
- The service or ERP topic
- The urgency level
- The outcome you want, such as a callback, quote discussion, or product conversation

Use **email** instead of WhatsApp or a short form message when your request includes attachments, long requirement lists, or input from multiple stakeholders. That makes the conversation easier to track and reduces the need to resend information.

Overview

This page of the Contact Channels documentation helps you decide which contact option in Sherkety ERP & Website Platform best matches your situation. The focus is not on how to fill every field in detail, but on choosing the right path before you reach out.

You will usually see several contact choices together on the public-facing contact area: a **contact form, phone number, email address, WhatsApp option, business address, and business hours.** Each one supports a different style of communication. The contact form is best for general inquiries and first contact. Phone is best for

urgent questions during open hours. Email is best for detailed requests and written records. WhatsApp is best for short, quick exchanges.

This guide is especially useful if you are unsure whether your question belongs in a general message, a business services inquiry, or an ERP sales conversation. It also helps when timing matters, such as deciding whether to call now, send an email after hours, or use WhatsApp for a quick clarification.

If you need help locating contact details first, review [Using Social Links and Business Details](#). That document explains where to find the public contact information. This guide builds on that by helping you choose the best channel for the message you want to send.

The next document in this section is [Sending Messages Through the Contact Page](#), which walks through the actual message-sending process in more detail.

Prerequisites

Before using this guidance in Sherkety ERP & Website Platform, make sure you have the basic information needed to choose a contact channel and write a clear inquiry.

- Open the public website and navigate to the **Contact** page, footer contact area, or another page that shows the contact options
- Be ready to identify whether your question is about **business services**, **ERP products**, or both
- Know whether your request is **urgent**, **general**, or **detailed**
- Prepare your **name** and **company name**
- Decide how you want the team to reply, such as by **phone**, **email**, or **WhatsApp**
- Gather any key facts you may need to mention, such as:
 - Modules of interest like **HR**, **Sales & CRM**, **Accounting**, **Purchasing**, or **Reporting**
 - Service topic or pricing question
 - Number of users or departments involved for ERP discussions
 - Whether you need a callback, consultation, or office confirmation
- Check the listed **business hours** if you are considering a phone call
- Use **email** instead of short-message channels if your inquiry includes long requirements or documents

You do not need admin access for anything in this guide. These contact options are part of the public website experience. If your goal is to send the actual message through the website form, continue with [Sending Messages Through the Contact Page](#).