



CUSTOMER

SUPPORT

An efficient **help desk** is a great way to increase customer happiness (and thus referrals).

Starting from \$2900

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[SOLUTION](#)

Why You Should Want This

- Our web solution can reduce support costs, especially when a reserved space for customers is implemented.
- Angry customers can give you bad PR like never before.
 - This [video](#) has over 15 million views

Donald Porter, British Airways wrote:

Customers don't expect you to be perfect. They do expect you to fix things when they go

wrong.

Key Features of the Customer Support Solution

- Discussion forums
- Technical documentation
- Users can self-register (with optional admin approval)
- Ticket system (for when the customer wants help in private)
- Bug tracker (for when the issue applies to all and should be public)

General Features

- Ability to continually update your information
- User management, groups and permissions
- Mobile version
- Notifications of changes
- Powerful search

Included Services

- Domain name (or use our free sub-domain service)
- [Full-service hosting](#)
- [Software upgrades](#)
- [Backups](#)
- [Support](#)
- [Performance optimization](#)
- Training and documentation
- SSL Certificate (so your site is protected with secured protocol *https*)
- [Monitoring](#)
- [Web Analytics](#)

Price for the Customer Support Solution

Including setup + ongoing support and maintenance

Simple Design: **\$2900** + \$87 /
month

Advanced Design: **\$5900** + \$177
/ month

[CONTACT US FOR A FREE EVALUATION](#)

Interested
in the
Customer Support
Solution,
but You
**NEED
MORE?**

Check out our
packages to see how
you can **combine this
solution with others**
and get more features!

[VIEW PACKAGES](#)

You can combine with other [packages](#). Please see information about [Design](#) options.

Optional services

- [Data migration](#)
- [Translation](#) (English / French)

Technology

- [Tiki Wiki CMS Groupware](#)