

CUSTOMER SUPPORT

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

Starting from $2900

VIEW FEATURES INCLUDED IN THIS 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