



Starting from \$2900

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SOLUTION](#)

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

## 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!

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

## Optional services

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

## Technology

- [Tiki Wiki CMS Groupware](#)