

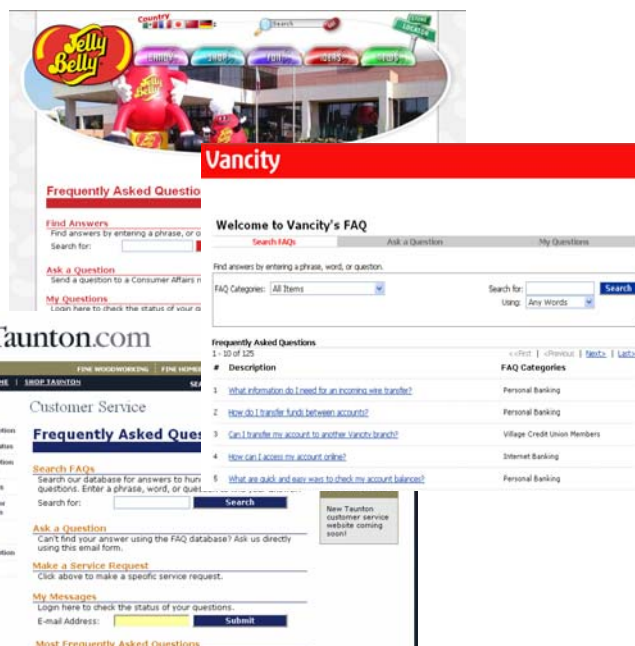
Customer Service Center

CustomFAQs a leader in Customer in Customer Relationship Management (CRM), offers with BizQA a central system that manages and improves all inbound and outbound Customer interaction. BizQA handles incoming Customer requests for service or information and manages all Customer messages or complaints. It coordinates outgoing Customer notifications and permits administrators to conduct Customer surveys.

BizQA is a 24/7 web self-service application that provides customers with immediate answers to their questions. Reducing the number of redundant questions allows your staff to focus efforts on top priority issues where human intervention is required. As requests and questions are received and stored, your company can take advantage of this growing knowledge base. This library of information can be used to provide consistent answers to customer issues, generate a list of FAQs, and provide management with information about the most prevalent concerns in your customer community.

Specifically, BizQA's main components manage:

- **Answer:** Build a knowledge base of Frequently Asked Questions (FAQ) and their answers
- **Service:** to capture, route, manage, search and report on all service requests: inception through completion.
- **Inform:** to show top questions, search questions or ask a question. New answers are added to the knowledgebase so that current data is always available.
- **Messages:** to capture & track Customer communication or complaints around any topic in order to respond quickly.
- **Surveys:** to create and administer surveys to collect ongoing feedback from Customers or staff.



BizQA's hosted system can easily integrate with, and be customized to look like, any website.

The Benefits Are Real

Customers use BizQA's capability, available in 10 different languages, to provide comprehensive, multichannel service and gain a consolidated view of servicing: by Department and by Customer. BizQA streamlines all request handing, lowers workloads and reduces calls. Meanwhile, Customers obtain 24/7 access to a single source of information with updates on all their inquiries, questions and requests.

The Solution Is Affordable

Designed to meet your budget constraints. Whether for one or several departments, BizQA meet the needs of organizations of all sizes.

Starting at a few hundred dollars per month, BizQA is Web-based. It does not require any hardware or software.

BizQA Clients Include

- CitizensBank
- Jelly Belly
- Novatel Wireless
- Taunton Press
- ASTD
- Royal Sovereign

ABOUT CustomFAQs Solutions: CustomFAQs (www.customfaqs.com) is one of the country's leading providers of Customer Relationship Management Systems that has been servicing millions of people worldwide since 2001. EdQA (Education), GovQA (Government) and BizQA (Business) applications are adopted by Fortune 100 corporations, leading financial institutions, local governments and businesses around the world. GovQA's information knowledge-bases, workflow engines and communication tools help cities and municipalities of all sizes to service their Customers effectively while increasing overall operating efficiency.

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