



Student Service & Response Center

CustomFAQs a leader in Customer Service technologies, offers with EdQA a central platform to actively manage all inbound and outbound student communication over any media type. EdQA uses a full outbound communication center to alert or notify students through email or text messaging; a dynamic knowledgebase of information to answer all incoming student questions; and, a comprehensive workflow engine to route, prioritize and expedite incoming student queries, messages or service requests. With EdQA, administrators can even conduct student feedback surveys.

EdQA's Student Response Center is **accessible** to both students and administrators in person, by phone, web or email; **specific** to meet the needs of each academic department; **centralized** to provide a complete view of all student interaction. Often Colleges and Universities use EdQA for internal support as well as student support.

The main EdQA components manage:

- **Information:** to answer student questions quickly by showing top questions, allowing question search or permitting questions to be asked. New answers are added to a knowledgebase so that information stays current.
- **Service:** to capture, route, manage, search and report on all service requests: inception through completion.
- **Messages:** to capture and track student communication around any topic to quickly and thoroughly respond.
- **Surveys:** to create and administer surveys to collect ongoing feedback from students, faculty or staff.



EdQA's hosted system can easily integrate with, and be customized to look like, any website. Administrators connect to EdQA's Service & Response Center through a web browser to manage alerts, questions, messages or service requests.

The Benefits Are Real

Post-Secondary Institutions use EdQA to provide comprehensive, multichannel service and gain a consolidated view of servicing: by department or by student. This streamlines all request handing, lowers workloads and reduces calls. Meanwhile, Student, Faculty and Staff obtain 24/7 access to a single source of institutional information with updates on all their questions, requests and input.

- 85% of all incoming questions are self-served -

The Solution Is Affordable

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

Starting at \$125 a month. EdQA is Web-based. There is no hardware to buy or complex software to learn.

Clients Include

- LACity College
- West LA College
- Yuba District
- Cossatot CC
- Thompson Rivers U
- Vancouver CC
- Nicolet College
- Central Arizona CC
- Humber College

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. EdQA's information knowledge-bases, workflow engines and communication tools help academic institutions of all sizes to service their students effectively while increasing overall operating efficiency.

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