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#	Popularity	Description	Products
1	★★★★☆	How to import email received in my Inbox into WebQA?	BizQA/EduQA
2	★★★★☆	Where do the feedback and rating information go?	BizQA/EduQA
3	★★★★☆	Can you describe the benefits of using WebQA?	BizQA/EduQA
4	★★★★☆	Who answers incoming questions? Do you answer them or do I need to provide my own experts?	BizQA/EduQA
5	★★★☆☆		BizQA/EduQA
6	★★★★☆	Who answers incoming questions? Do you answer them or do I need to provide my own experts?	BizQA/EduQA
7	★★★★☆		BizQA/EduQA
8	★★★★☆		BizQA/EduQA
9	★★★★☆	Who answers incoming questions? Do you answer them or do I need to provide my own experts?	BizQA/EduQA
10	★★★★☆		BizQA/EduQA

Question:

Who answers incoming questions? Do you answer them or do I need to provide my own experts?

Answer:

Our customers use their existing staff answer customer questions using WebQA. We can pre-populate the AnswerBase using your existing FAQs, support documents and staff experience. This way, the support team only has to deal with new questions.

Usually, the people answering questions are the same people that have to deal with massive amounts of e-mail and phone calls -- customer service reps, tech support staff, product managers, marketing managers, product managers, etc.

After the question is answered once using WebQA, though, they do not have to answer it again and again. However, once they answer a question in Broad Daylight, it frees them from answering that same question over and over again. The next time with the same question will find the

[s=REVIEW?](#)

[questions?](#)