

Customer Support Center

CustomFAQs Solutions Ltd.

# Main Benefits

## **Improve Customer Service**

- ✓ Support & access 24/7
- ✓ Single interaction point for self-service

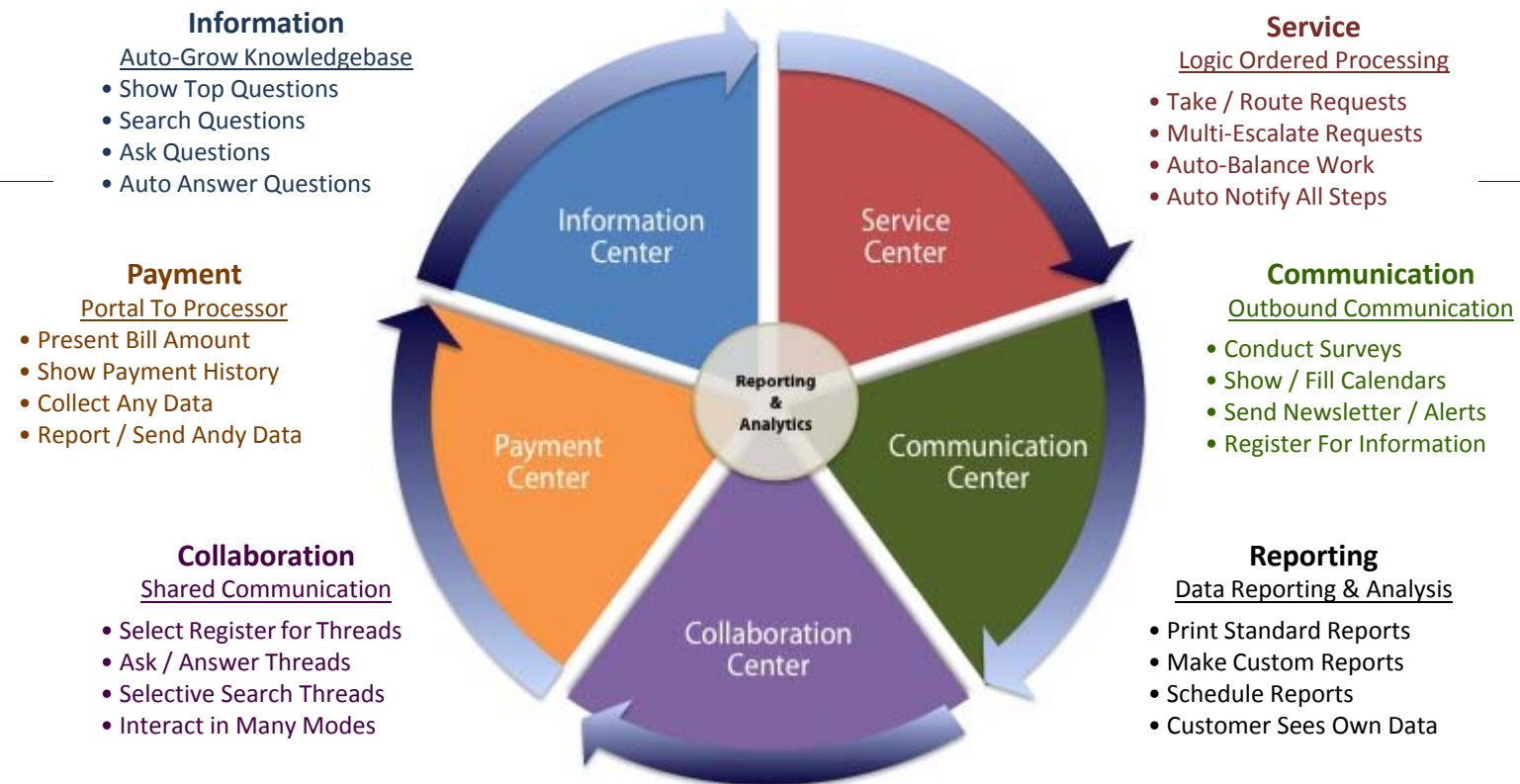
## **Easy to configure – easy to use**

- ✓ Intuitive Configuration
- ✓ Up in Days – Not months
- ✓ 100% Customizable
- ✓ Free Support & Maintenance – Unlimited access to Customer Support Specialist


## **Save and gain productivity**

- ✓ Single tool to collect, manage, and report
- ✓ Less call handling / document routing
- ✓ Immediate access to information
- ✓ Consistent service delivery
- ✓ Library of knowledge regardless of turnover

# 360° Support Center



# Powerful Search

 **Support Center**

**Main Category:**

**Sub Category:**


**Search for:**

**Search**

**Powerful Search**

- Exact Phrases
- Synonyms
- Spelling suggestions
- Dynamic Ranking

< 1 2 3 4 5 > | Displaying Page 1 of 5

#	Description	Main Category
1	 <a href="#">What does it mean to receive a Letter of refusal?</a> yes you received a letter... Broward Community College offers programs for those students planning ...	ALL ITEMS

# Detailed Answers



## Support Center

[<< Back to Search Results](#)

How can I obtain an application for admission to Edqa College?

**Answer:**

**Applications for admission are available through your high school guidance counselor. To obtain an application guide directly from the College, visit the Registrar's Office (H-128) at 900 S. Frontage Rd in Woodridge or call us at (630) 985-1300, ext 201, or email us at [www.webqa.net](http://www.webqa.net)**

**Attachments**

[CF-EdQA-Brochure.pdf](#)

**Main Category:**

Undergraduate Admissions

Was this helpful?



[Send Feedback](#)



[E-mail](#)



[Print](#)

### Detailed Answers

- HTML format
- Videos
- Links
- Attachments
- Related Answers

# Ask a Question



## Support Center

We want to hear from you!

\* Your E-mail Address:

Main Category:

Sub Category:

\* Question Detail:

CustomField:

Submit your question

- Assign to staff
- Send attachments
- Add custom fields

# Auto-suggested Answers



## Support Center

We want to hear from you!

Thank you

Please review the list below, your question may already be answered.

If you still need help, please click the "Confirm your Question" button below to send it to our support

**Confirm Your Question**

- Suggests possible matches
- Reduces redundant questions

#	Description	Sub Category
1	<a href="#">How can I obtain an application for admission to Edga College?</a>	Applying
2	<a href="#">Appeal for Admission and Appealing a Decision</a>	Applying
3	<a href="#">Offers of Admission</a>	ALL ITEMS
4	<a href="#">Mature Applicants</a>	Applying
5	<a href="#">Offer of Admission Deferrals</a>	ALL ITEMS
6	<a href="#">Additional Admission Requirements</a>	Applying
7	<a href="#">Ranking Applications</a>	Applying
8	<a href="#">How to Apply</a>	Applying
9	<a href="#">Applying as a Previous High School Applicant</a>	Applying

# Download Documents



## Citizen Action Center

Category:

All Items

Sub Category:

All Items

Keywords:

Search

Description

Files

[How do I obtain a village sticker?](#)

[VehicleStickerApplication.pdf](#)

[Employee Handbook](#)

[EMPLOYEE\\_HANDBOOK.doc](#)

[How can I file a claim against the city?](#)

[cityhallinclouds.jpg](#)



# Make a Service Request



## Support Center

Service Request Type:

IT Request

Description:

**Hardware** (Workstations, Laptops, Printers, etc), **Software** (Windows, Banner, etc),  
**Phones** (New, Move, Cell, etc),  
**Accounts** (Novell, Email, myOkanagan, etc),  
**Labs, Audio Visual Equipment, Networks**

Contact E-Mail:

jp@customfaqs.com

Submit a Request

- Custom forms
- Account activation
- RMA Request
- Work order

\* Summary of Request:

If the work location is different from your office location please give us detailed location information.

\* Detailed Request Description

*Please be as detailed as possible:*

Need it by?:



**Important Note:**

# Create Customer Profile



## Support Center

We want to hear from you!

\* E-mail Address:

First Name:

Last Name:

Student #:

Client ID:

Programs:



Country:



Submit your question

### Capture Customer Profile

- required fields
- email validation
- custom fields
- set password
- create customer account
- pre-populate forms

# Confirmation & Tracking



## Support Center

We want to hear from you!

**Reference No:**

W000478-061608









**Contact E-Mail:**

test@customf.com

- Tracking Number
- Send prepared responses
- Personalized answer
- Assign staff

# Additional Modules

**Support Center**


 <b><u>Find Answers</u></b> Browse Frequently Asked Questions Search for Answers	 <b><u>Ask a Question</u></b> Send a Question Provide Feedback	 <b><u>Submit a Request</u></b> Application Form Request an interview More...	 <b><u>Make a Payment</u></b> Fees & Tuitions Parking Permit Transcripts
 <b><u>View Events</u></b> View All Scheduled Events by Day, Week and Month	 <b><u>Download Files</u></b> Courses Synopsis Brochures More...	 <b><u>Take a Survey</u></b> Help Us Make the Portal Better!	 <b><u>My Student Portal</u></b> Review Your Questions and Requests Update Your Account Sign up to Receive Emails

**Payment Module**

**PDF Form Builder**

**Public Calendar**

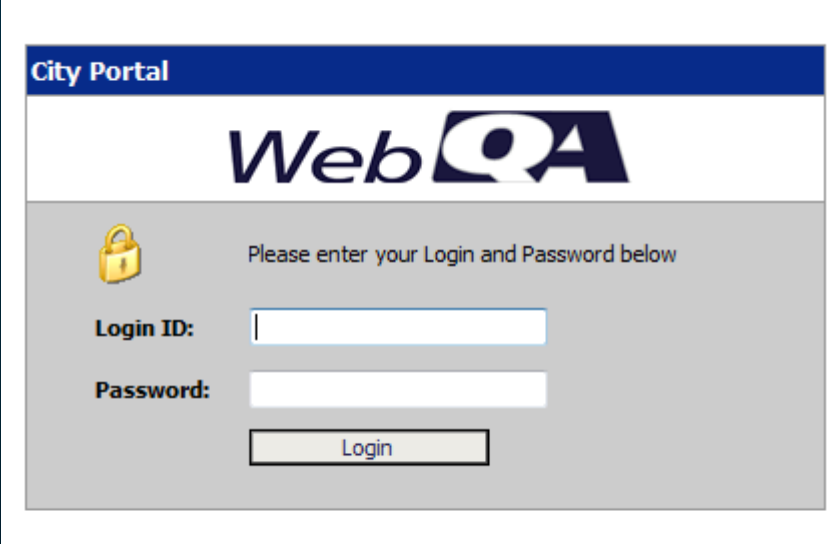
**Survey**

 **Frequently Asked Questions**

# Administration – Staff View

## The Administration Portal


- ✓ Track all Customer/Student/Citizens interaction
- ✓ Respond to Questions
- ✓ Check History
- ✓ Workflow to Notify Staff
- ✓ Assist Entry: Address Validation
- ✓ Integrate with GIS
- ✓ Report: Standard & Custom



The screenshot shows a login interface for the City Portal. At the top, there is a blue header with the text "City Portal". Below this is the "WebQA" logo. A yellow padlock icon is positioned to the left of the instruction "Please enter your Login and Password below". There are two input fields: "Login ID:" and "Password:". Below the password field is a "Login" button.

City Portal

**WebQA**

 Please enter your Login and Password below

**Login ID:**

**Password:**

# Customized Staff Views

**Views**

- Views
  - Questions
    - All Questions
    - All Questions Assigned to My Department
    - All Questions Assigned to Me
    - All Questions Created by Me
    - All Open Activities Assigned to Me
    - Admissions Questions
    - Degree Programs
    - Open Questions
  - Answers
  - Requests
  - Payments

[Edit Views](#)

Search

Create

History

**All Questions** Go To Preferences Help Logout

[New Question](#) [Search](#) [Respond to Checked](#) [Update Checked](#) [Export](#) [Print](#) [Delete Checked](#)

<input type="checkbox"/>	Reference No	Summary ...	Status	Priority	Assigned ...	Assigned ...	Contact E-...	Update Date	Create Date
<input type="checkbox"/>	<a href="#">W000478-061608</a>	Admission	New	Medium	Site Administrator	Staff2 Staff2	test@custo...	6/16/2008 7...	6/16/2008 7...

**Intuitive Interface**

- Custom Queues
- Custom Views
- Easy Access to all functions

# Respond Quickly & Easily

**Views**

- Views
- Questions
- Answers
- Requests
- Payments

[Edit Views](#)

**W000478-061608 - Admission** Go To Preferences Help Logout

[Send Response](#) [Search Answers](#) [Attach File](#) [Cancel](#)

**Communications**

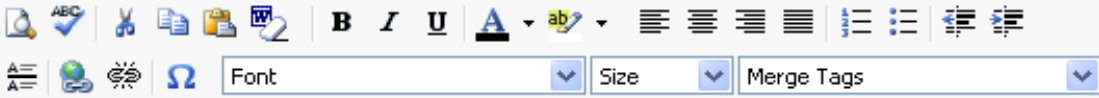
All Customer Staff Notes

**Date** ▾

On 6/16/2008 7:36:44 PM, test@customf.com wrote:  
Admission

**Prepared Responses**

All Categories ▾ Responses ▾ [Copy Response](#)



Font ▾ Size ▾ Merge Tags ▾

**Customer** Question

**Last Name**

**First Name**

**Assigned Group**  
No Group Assigned

**Notes**

---

**Customer E-mail**  
test@customf.com

**Address**

**City**

**State/Province**

**Zip/Postal Code**

**Phone**

---

**Student #**

**Client ID**

**Programs**  
Accounting

**Search**

**Create**

**History**

**Respond Quickly**

- HTML editor
- Add links
- Send Attachements
- Use custom merge tags
- Search Staff Knowledge Base
- Prepared responses
- Easy access to all customer information

# Publish New Answers

**Views**

- Views
- Questions
- Answers
- Requests
- Payments

[Edit Views](#)

**A000479-061608 - Admission** Go To Preferences Help Logout

Details | Additional Info | Attachments (0) | Notes (0) | Related (0) | History | Rating Info

Save | Cancel | Add Note | Copy | Forward | Print | Delete | Close

**\*Summary of Question**

What is the dead line for admission?

**Question**

What is the dead line for admission?

**Answer**

The dead line for next term is ...

**Status**  
New

**Priority**  
Medium

**Assigned Dept**  
Site Administrator

**Assigned Staff**  
Staff2 Staff2

**Main Category**  
All Items

**Sub Category**  
All Items

[Other Filters](#)

**Visibility**  
To be approved

**Start Date**

**End Date**

**Forced To Top**

**Publish New Answers**


- Publish easily
- Add images
- Add attachments
- Publishing process
- Editor profile
- Expiration/Review Date

Search



Create















History

# Customer History

 **Customers** Go To ▾ Preferences ▾ Help Logout

Details **History**

 Export  Close

	<u>Reference No</u> ▾	<u>Type</u>	<u>Description</u>	<u>Status</u>	<u>Update Date</u>	<u>Create Date</u>
	<a href="#">W000573-092908</a>	Question	license	New	9/29/2008	9/29/2008
	<a href="#">W000564-092308</a>	Question	license	New	9/23/2008	9/23/2008
	<a href="#">W000562-092308</a>	Question	license	New	9/23/2008	9/23/2008
	<a href="#">W000453-080708</a>	Question	dsafdsafa	New	8/8/2008	8/7/2008
	<a href="#">W000408-072408</a>	Street needs to be plowed		Initiated	8/7/2008	7/24/2008
	<a href="#">W000407-072408</a>	Street needs to be plowed		Initiated	7/24/2008	7/24/2008
	<a href="#">W000348-070808</a>	Graffiti Abatement Request		Investigation Required	7/14/2008	7/8/2008
	<a href="#">W000307-061008</a>	Problems With Street Sweeper		Completed	6/20/2008	6/10/2008
	<a href="#">W000258-050908</a>	Question	Goose Complaint	New	5/9/2008	5/9/2008
	<a href="#">W000221-041608</a>	Question	Staff Question	New	4/16/2008	4/16/2008
	<a href="#">W000208-041608</a>	Street needs to be plowed		Completed	5/1/2008	4/16/2008
	<a href="#">W000207-041608</a>	Street Lights Out		Completed	5/1/2008	4/16/2008
	<a href="#">W000206-041608</a>	Tree in Road		Completed	5/1/2008	4/16/2008
	<a href="#">W000190-041508</a>	Question	How to obtain a license?	New	4/16/2008	4/15/2008

# Workflow / Escalation

[Create a new "Issue Created" rule](#) | [Create a new "Timed" rule](#) | [Adjust "Issue Created" rule priority](#) | [Adjust "Timed" rule priority](#)

All rules

Name	Trigger	Details		
<a href="#">Route to Public Works</a>	new issue is created.	If Department is equal to Public Works  Assign to a Department Public Works send e-mail to wrepole@anexsys.com	<a href="#">Delete</a>	<a href="#">Disable</a>
<a href="#">24 Hour Rule</a>	24 hours have elapsed since the issue was created	If Priority is equal to Medium  Update priority to High	<a href="#">Delete</a>	<a href="#">Disable</a>

November 2006

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Regular work days  
 Non-work days  
 Holidays  
 Requested off-days

Backup Staff:

Three types of workflow rules can be setup:

- Issue Based
- Time Based
- Status Change

Rules can update the value of fields such as priority or status, send emails, or assign issues to staff and departments. The workflow engine can accommodate work schedules and vacation days.

# Intuitive Configuration

The screenshot displays a software interface with a 'Setup' menu. The 'Setup' menu is expanded, showing a list of configuration options. A yellow callout box labeled 'Intuitive Configuration' points to the 'Setup' menu item. The interface includes a 'Views' sidebar, a 'Go To' dropdown, and a 'Search' section at the bottom left.

**Views**

- Views
- Questions
- Answers
- Requests
- Payments

[Edit Views](#)

**Search**

**Create**

**History**

**Setup**

- Support Home
- Service Request
- Properties/Locations
- Question/Answer
  - Question Details
  - Answer Details
  - Filters
  - Custom Fields
  - Status List
  - Priority List
  - Visibility List
  - Activities
  - Setup - Workflow Rules
- Payments
- Customers
- Custom Fields
- E-mail
  - Configuration
  - E-mail Templates
  - E-mail Lists
  - POP Mailboxes
  - Mailbox Workflow
- General

**Go To** Preferences Help Logout

- Home
- QuickView
- Questions
- Answers
- Requests
- Properties/Locations
- Payments
- Customers
- Reports
- Groups
- Security
- Setup**
- Surveys
- QAssist Chat
- Ad Manager
- Message Center
- Event Calendar
- Downloads
- Tools
- Public Portal

# Standard & Custom Reports

## My Custom Reports

					Report Name	Description
					Pot holes	Pot hole locations
					Staff	Open Requests

Custom Reports

## Shared Reports

## Question and Answer System Reports

## Request System Reports

Report Scheduler

		Report Name	Description
		Average Time to Close	Lists the average time to close for all requests closed during the specified date range.
		Average Time to Close Trend	A trend analysis report detailing the average time to close over the specified time period.
		Closed Requests by Assigned Department	Closed Requests by Assigned Department
		Closed Requests by Assigned Staff	Closed Requests by Assigned Staff
		Closed Requests by Custom Field	Closed Requests by Custom Field
		Closed Service Requests by Department with Preferred Communication	Returns Closed Service Requests within a Date Range
		Open Requests by Assigned Department	Open Requests by Assigned Department
		Open Requests by Assigned Staff	Open Requests by Assigned Staff
		Open Requests by Custom Field	Open Requests by Custom Field
		Open Service Requests by Department with Preferred Communication	Returns Open Service Requests within a Date Range
		Period Summary	Lists all requests created or closed during the specified date range.
		Request Map	Request Map
		SLA	Lists the Required Completion Date of All Requests

# 95 % Self-Service – \$\$\$ Savings

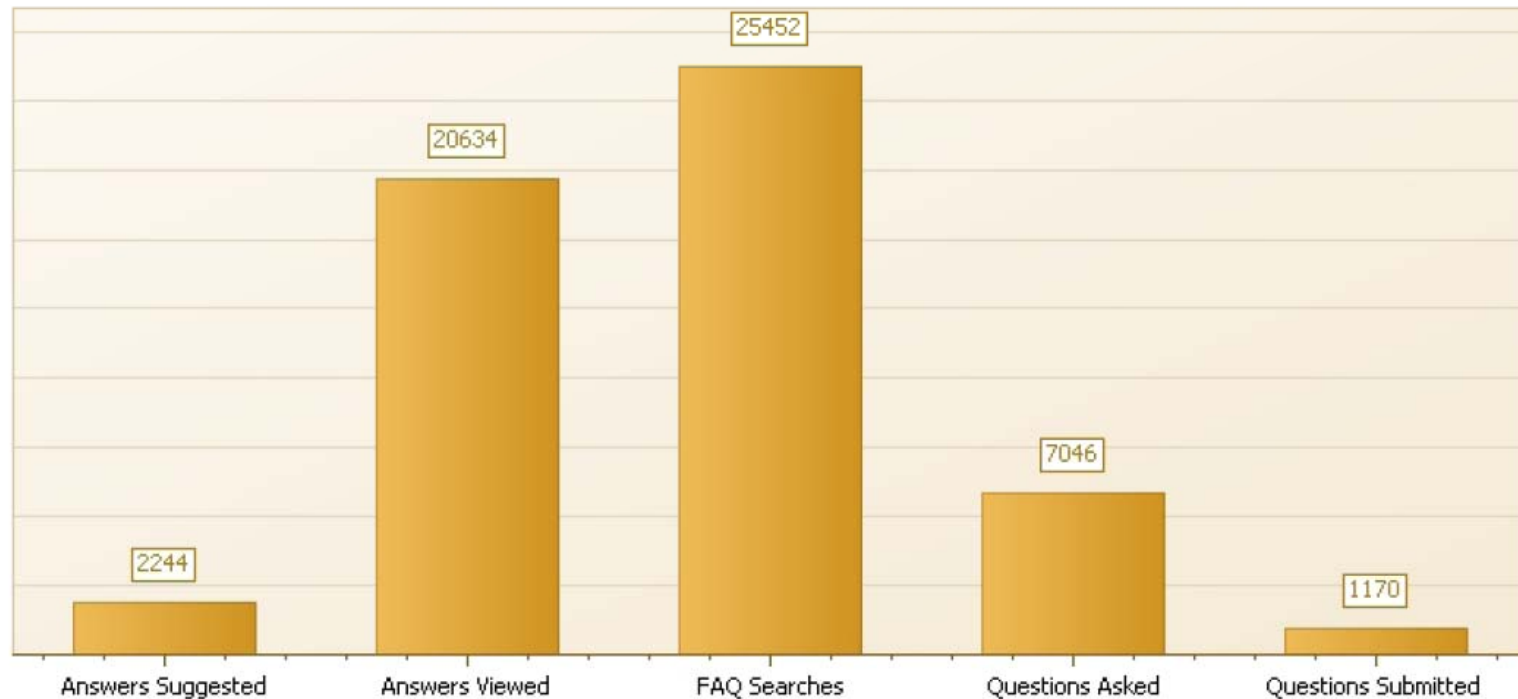
Between 12/31/2007 and 12/31/2008, 14400 visitors to your WebQA Action Center viewed 69900 pages. They reviewed 20634 answers and submitted 1170 questions. According to Gartner, email and phone inquiries cost an estimated \$4.50. Each request submitted online only costs \$.50. This results in a savings of \$4.00 for every question and request submitted online. Based on these statistics, your total savings for this period is \$97,533.00.

## Savings Summary - 12/31/2007 - 12/31/2008

Answers Viewed - No Intervention:	\$92,853.00	Total Answers Viewed X \$4.50
Questions Submitted:	\$4,680.00	Questions Submitted X \$4.00

**Total Savings: \$97,533.00**

## System Activity



# Value Proposition - SaaS

- ✓ In an environment of tight budgets....
  - ... allows you to do more with less
- ✓ Based upon client-driven development....
  - ... So you experience the best in the industry
- ✓ Structured as Software-as-a-Service
  - ... Providing low cost with continual updates and backup
- ✓ Free Unlimited Access to Customer Service Specialist
  - ... Maximize Best Practices
  - ... Fixed Budget

# CustomFAQs Solutions

- **300 + customers worldwide**
- **Over 80 million Questions/Requests handled**
- **Over 30 million end users served**

[http://webqatest.com/EDQADEMO/\\_cs/SupportHome.aspx](http://webqatest.com/EDQADEMO/_cs/SupportHome.aspx)

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