

digiSupport

Active Customer Support

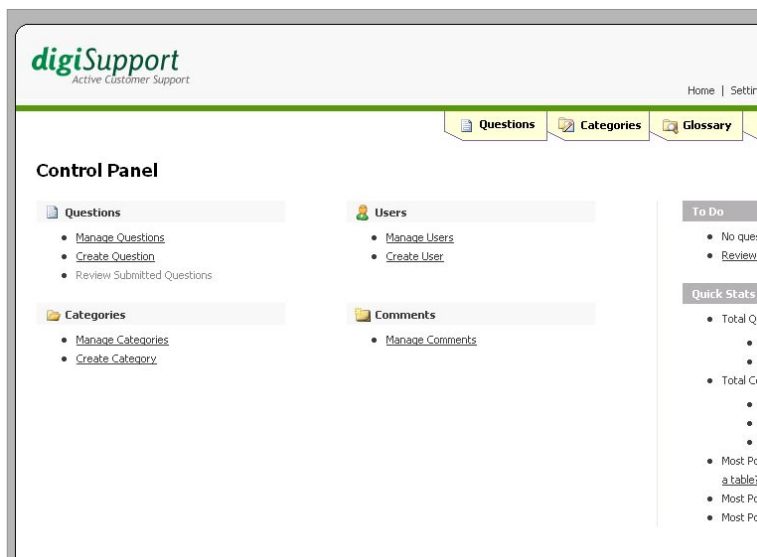
Introducing digiSupport, a 24/7 instant communication solution for customer support.

digiSupport works with your website to provide a customer orientated, intuitively navigable knowledge base, geared for your customers, and created within your corporate brand strategy.

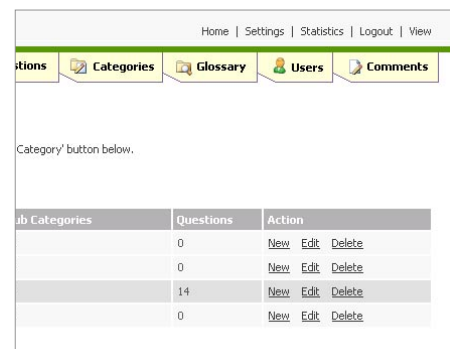
This means your customers' needs are accommodated any time of the day, on any day of the week. This maximises customer retention and provides a valuable resource base from which to launch positive promotions and provide pre and after-sales support.

digiSupport:

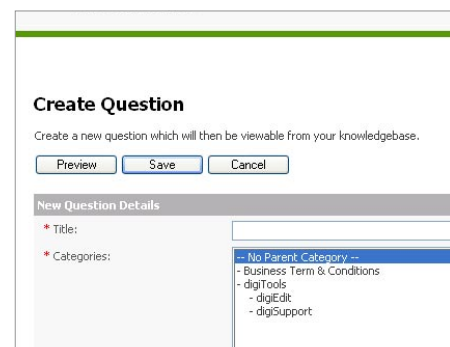
- is simple to use, yet adds a powerful, entirely degradable knowledge base and FAQ system to your website
- saves you both time and money, thus effecting better customer support with fewer resources
- requires no software to with install or hosting servers to maintain
- can be customised to fit your current corporate internet branding approach
- reduces time spent on customer support, freeing up resources for other organisational needs
- allows your customer relations management to provide instant answers to customer questions - 24/7
- allows your organisation to expand without hiring new staff



Control Panel Index



Create New Category



Create Question

digisupport is an intuitive and user-friendly knowledge base within your online operation ensures a valuable back up facility for your customers:

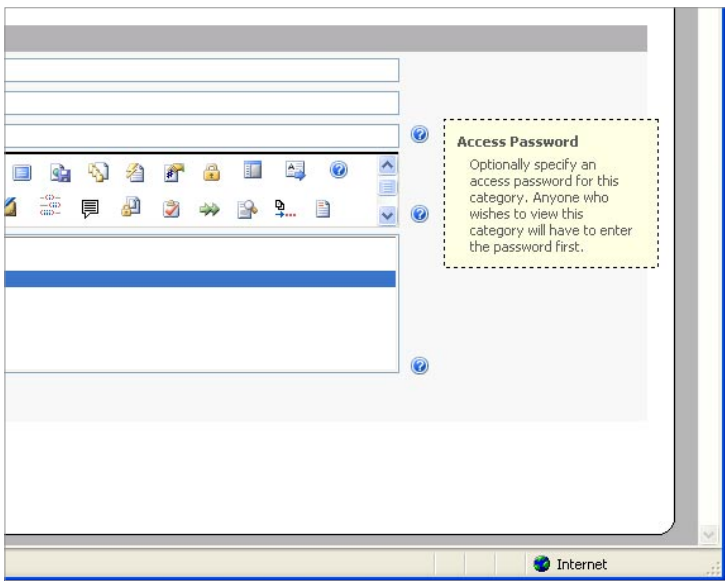
- Instant support**
 digisupport provides your customers with round-the-clock access to FAQs, positive promotions and other relevant background material on your website.
- You spend less time answering support emails and phone calls**
 Easily available, easy-to-find information on your website empowers your customers and website visitors, so valuable resources can be gainfully allocated elsewhere.
- Improved sales**
 Openly and instantly available information about your products/services and positive promotions encourages customers to convert an interest in your organisation into a purchase transaction. Conversely, a website visitor that must wait for a query response from you via standard email is less likely to engage your services.

digisupport constitutes one of the most powerful and flexible knowledge base facilities on the market; it is remarkably easy to set up and operate.

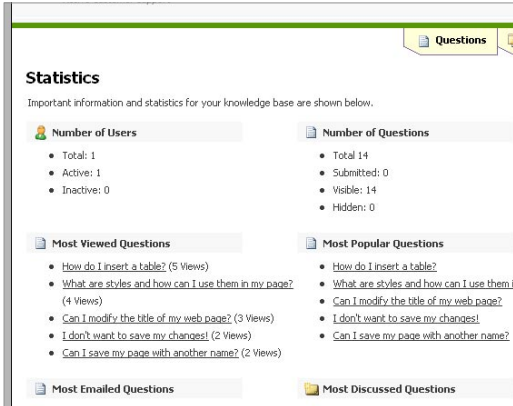
- No software/installation/customisation requirements**
 digisupport is hosted on our own dedicated servers. This means you can leave all installation / customization and server maintenance needs to us.
- No incurred extra support needs**
 digisupport can handle all of your customer enquiries for you. Your customer relations operational needs can be reduced by up to 95%.



Control Panel Login



Integrated Support System



Knowledge Base Statistics