



The Bridge To Your Community

Organizations of All Sizes

Reducing Calls and Improving Services

Low Monthly Fee

# Four Keys to Improving Customer Relations

## Meeting and Exceeding Customer Expectations

- Allow users to ask questions and receive auto-answers to questions
- Complete self service functionality 24/7
- Let users check status of requests with immediate access to data and services

*“Thanks to WebQA, our customer satisfaction rating has greatly improved!”*

M. Trevino - Swanksoft, Sales/Marketing Manager

## Do More With Less

- Interact with your customers by enabling your website to become a communication tool
- Coordinate all communication channels by integrating information
- Self service by customers saves employee resources

*“It is one of the our most effective ways to raise awareness on our important human rights work.”*

K. Reid- Amnesty International, Dir. of Internet Communication

## Reduce Cost and Improve Efficiency

- Central database for all information
- Use a hosted system that eliminates capital costs and implementation effort
- Return on Investment: Reduce calls and e-mails by 60% - 70%

*“WebQA has consistently handled over 90% of all inquiries via email.”*

K. McKoy - Jelly Belly Candy Company, Consumer Affairs Manager

## Get a 360 Degree View of Customer

- Analyze customer questions and requests to recognize user needs
- Decision support tools to allocate resources based upon need
- Unlimited capabilities to create surveys to understand what is important to your customers

*“Based on member feedback collected from WebQA, we know exactly which areas we need to work on.”*

M. Schwarz – Techvibes, President



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