



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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