

Functionality is Key

**30 MILLION
USERS BENEFIT FROM
OUR FUNCTIONALITY**

Inbound Information Requests

- Assists searching by keyword, pick-list, phrase
- Auto-answers questions
- Auto-assigns new questions to department or staff

Inbound Service Requests

- Tracks issue until resolved
- Auto emails to acknowledge receipt
- Auto-assigns to department or staff
- Configures routing, workflow, and triggers
- Applies escalation dates

Capabilities...

- Show/track top questions asked
- Allow users to search all questions
- Allow users to ask questions
- Auto-answer capabilities
- Route/escalate questions for answers
- Post new questions dynamically
- Ability for users to check status of their inquiries

Benefits...

- Specific to departments
- Centralized for overall Management
- Report at all levels
- Security at all levels
- Complete Integration with other systems

Outbound Registration

- Captures demographics
- Captures preferred method of communication

Outbound Alerts and Notifications

- Send normal newsletters, notifications, etc
- Issue alert notifications
- Include attachments, notes, links
- Report on needs, interests of your customers

Outbound Surveys

- Capture and report survey results
- Provide an ongoing performance measurement