

Knowledgebase Module

REDUCE PHONE CALLS BY 73% AND EMAILS BY 64% WITH GOVQA

Your Citizens

- Search/Ask Questions
- View Popular Questions
- Capture All Information in One Place
- Access Information 24/7
- Find Resolution of Issue Quickly
- Allow Community Awareness From Popular FAQ's

Your Organization

- Satisfy Citizen With Efficient Answer Quickly
- Access From Any Location
- Control Access
- Customize Knowledgebase
- Improve Service Quality
- Lower Service Cost
- Service More Citizens Without Need To Increase Staff
- Capture/Retain Information Based on Questions Asked
- Allow 65%-75% of Questions To Be Answered With Auto-Answer Functionality

