trusted answer.com ™

trustedanswer**.com** is a provider of Customer Support as a hosted Internet Business Service. We integrate and manage all aspects of Customer Service and Support for you, emphasizing web-based support. We translate recurrent customer service calls and questions into graphically rich, web-based solutions. With our service, your customers will find immediate, consistent and easy-to-understand answers to their support needs.

Benefits of the **trusted**answer**.com** solution

- *Conserve resources.* Using trustedanswer.com to host your customer service allows you to focus your valuable resources on your revenue producing activities.

- *Speed.* **trusted**answer**.com** speeds you into the world of web-enabled knowledge-based customer support with a standard 8-week deployment cycle.

- *Pay as you go economics.* We eliminate the expense and risk of a significant system implementation project, and associated hardware and software cost.

- *Know your customer.* Our unique ServiceTrax™ system tracks the entire customer service experience, so you know who is getting support, where they are having problems, and the level of service they are receiving.

Services of trustedanswer.com

- Custom designed knowledge base and web interface that we build, implement, manage and maintain for you
- *ServiceTrax™* - suite of management reports, tracking tools, and a data warehouse that helps you maintain a direct link with your customers
- Highly trained knowledge engineering staff and customer support personnel
- State-of-the art contact center with extensive system backup and high-bandwidth internet connectivity
- Support Options
  Web-Self Service - Knowledge base web search
  eQuery - offline query via web case or email
  Chat - live web interaction with a support representative
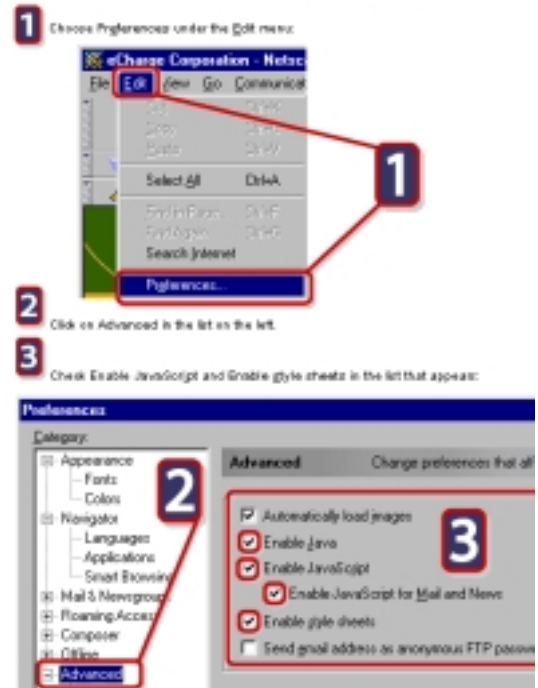 *Phone* - for direct one to one personal contact

E-commerce customers demand immediate responses to their support questions. Many companies are experiencing difficulty handling the influx of calls and emails and maintaining high service levels when their e-commerce application takes off. Without a web-based customer support strategy as the first line of defense, companies will not be able to compete in today's fast moving marketplace.

That's why trustedanswer.com was created. trustedanswer.com can help your company establish a web-based approach to customer support with a self-service knowledge base at the center. This intelligent approach to support increases satisfaction and drives repeat business for existing and new customers.
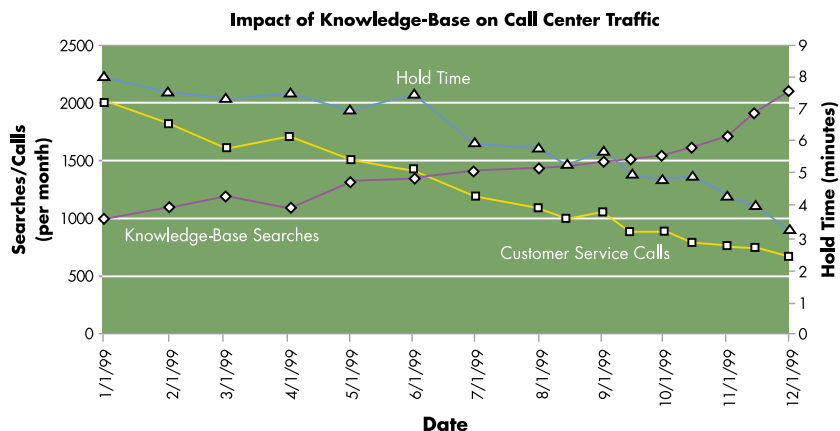
Example of a typical web-based solution for a software product

Count on trustedanswer.com, the experts at deploying knowledge base technology to provide world-class customer service @ web speed.

Impact of Knowledge-Base on Call Center Traffic

This graph was created from actual data collected by a large hi-tech company