



Customer support

Starting from \$2900

View Features Included in this
Solution

An efficient **help desk** is a great way to increase customer happiness (and thus referrals).

Why You Should Want This

- Our web solution can reduce support costs, especially when a reserved space for customers is implemented.
- Angry customers can give you bad PR like never before.
 - This [video](#) has over 15 million views

Donald Porter, British Airways wrote:

| Customers don't expect you to be perfect. They do expect you to fix things when they go wrong.

Key Features of the Customer Support Solution

- Discussion forums
- Technical documentation
- Users can self-register (with optional admin approval)
- Ticket system (for when the customer wants help in private)
- Bug tracker (for when the issue applies to all and should be public)

General Features

- [Ability to continually update your information](#)
- [User management, groups and permissions](#)
- [Mobile version](#)
- [Notifications of changes](#)
- [Powerful search](#)

Included Services

- [Domain name \(or use our free sub-domain service\)](#)
- [Full-service hosting](#)
- [Software upgrades](#)
- [Backups](#)
- [Support](#)
- [Performance optimization](#)
- [Training and documentation](#)
- [SSL Certificate \(so your site is protected with secured protocol https\)](#)
- [Monitoring](#)
- [Web Analytics](#)

Price for the **Customer Support** Solution

Including setup + ongoing support and maintenance

Simple Design: \$2900 + \$87 / month

Advanced Design: \$5900 + \$177 / month

[Contact Us for a Free Evaluation](#)

Interested in the
Customer Support
Solution, but You
Need More?

Check out our packages to see
how you can **combine this
solution with others** and get
more features!

[View Packages](#)

You can combine with other [packages](#). Please see information about [Design](#) options.

Optional services

- [Data migration](#)
- [Translation](#) (English / French)

Technology

- [Tiki Wiki CMS Groupware](#)