



# 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](#)