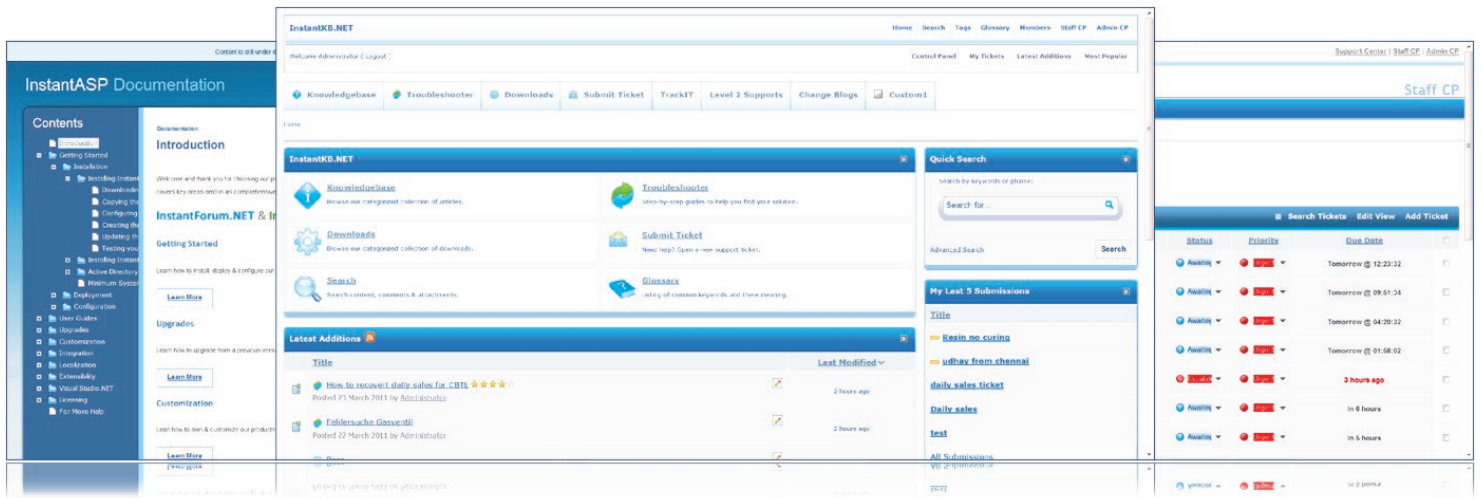




InstantKB.NET 2011

Enabling Exceptional Customer Support



WE CAN HELP WITH

- **BESPOKE BRANDING**
We can customize InstantKB.NET to fit within your existing brand or web site..
- **WEB SITE INTEGRATION**
We can help integrate InstantKB.NET into existing web sites or systems
- **CUSTOM FUNCTIONALITY**
We can develop custom features to meet your specific business requirements
- **MANAGED HOSTING**
We can host & optimize your installation leaving you free focus on your business

Enterprise class Help Desk & Knowledgebase at small business prices
Capture, manage & control support enquiries, documentation or unique issues

Are you answering the same questions day after day? Need a better way to manage your incoming support enquiries & evolving product documentation?

InstantKB.NET allows you to capture, manage & share all your company support enquiries, technical documentation. Or unique issues. Empower your employees allowing them to contribute to the knowledge you leverage everyday across your organization.

Allow several separate departments to independently author & develop content ensuring your employees can only manage content & tickets relevant to them.

Automated workflows allow you to define custom department level content approval or issue tracking processes ensuring content is always reviewed or referred to the right people .



InstantKB.NET 2011



Cross Browser ✓ SEO Ready ✓ Fully Customizable ✓

Provide Self-Service Support

Provide 24/7 self-service support through your own fully branded support portal allowing customers to quickly locate product documentation & solutions. Easily publish & manage articles, product documentation, trouble-shooter guides, downloads, general FAQs or even custom content to help your customers. Content approval workflows allows you to enforce review processes if required within your organization.

Manage In-bound Support Enquires

InstantKB.NET is highly effective for managing your incoming support requests. Our web based interface provides an intuitive, central location to manage all your customer support requests. Centralization is of little use if there isn't an organized.

InstantKB.NET allows you to assign tickets to individual staff members either manually or automatically through workflows as issues progress through your support chain. Rules & SLAs allows you to further automatically organize & prioritize incoming issues.

Reduce In-Bound Support

Our Live Suggest feature will search your knowledgebase & product documentation as customers compose new support tickets. You can tag articles to increase the relevancy of results and point your customers to key articles for common questions. Once you've received a ticket and worked with the customer to resolve the case you can instantly convert the ticket into a public knowledgebase article if suitable allowing others to benefit from the knowledgebase and overtime reducing the number of daily support enquires.

Track All Your Unique Issues

InstantKB.NET is flexible enough to accommodate for all kinds of issue tracking scenarios. You can create custom tabs, field templates, views, content types & form fields to capture & display your own unique data alongside issues within InstantKB.NET.

AMAZING CUSTOMER SUPPORT

SIMPLE LICENSING

- **SINGLE WEB SITE**
Affordable entry level license for a single production URL from \$199
- **SINGLE SERVER**
Deploy as many installations as you require on a single server from \$839
- **OEM LICENSING**
Redistribute InstantKB.NET with your existing product. Contact us for pricing.
- **SaaS SOLUTIONS**
We can host & maintain your installation of InstantKB.NET from \$19.99 per month

CONTACT US

- **WE WELCOME YOUR QUESTIONS**
Email: sales@instantasp.co.uk
Or Call: +44 (0) 1565 832 827
- **JOIN THE DISCUSSION**
Post your questions within our forums at community.instantasp.co.uk
- **TRY OUR LIVE DEMO**
You can test-drive InstantForum.NET online at demos.instantasp.co.uk
- **DOWNLOAD EVALUATION**
Try our products completely free. We offer [fully functional trial downloads](#)

