InstantKB

The leading ASP.NET enterprise class customer support platform

FULL SERVICE

- **BESPOKE BRANDING**
  We can customize InstantKB to fit within your existing brand or web site..

- **WEB SITE INTEGRATION**
  We can help integrate InstantKB 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

A fully integrated enterprise class knowledgebase & help desk

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

InstantKB 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 .

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Why InstantKB?

✔ Rock Solid Security ✔ SEO Ready ✔ Customizable ✔ Extensible ✔ Prompt Support

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.

Track All Your Unique Issues

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 benefits form the knowledgebase and overtime reducing the number of daily support enquires.

Reduce In-Bound Support

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.

SIMPLE INTEGRATED CUSTOMER SUPORT

INTERESTED?

- **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 you test-drive InstantForum.NET online at demos.instantasp.co.uk

- **DOWNLOAD EVALUATION**
  Try our products completely free. We offer fully functional trial downloads

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