

HelpSpot

BEYOND EFFICIENCY... SUPERIOR CUSTOMER SERVICE

Centralize. No matter how customers reach you: email, phone, web, HelpSpot allows you to consolidate all your customer support into one, easy-to-use tool for staff.

Tools to Manage. Filtered views and automation rules are examples of the types of flexible framework in HelpSpot to create an environment that supports *your* business needs.

Robust APIs. Seamlessly integrate HelpSpot with your CRM, HR system, or even your bug tracker.

Self-service Customer Portal. Empowering customers with the right tools means faster results for them and lower costs for you.

Data collection with a purpose. Create meaningful reports or alternative work queues using data collected in HelpSpot's custom fields.

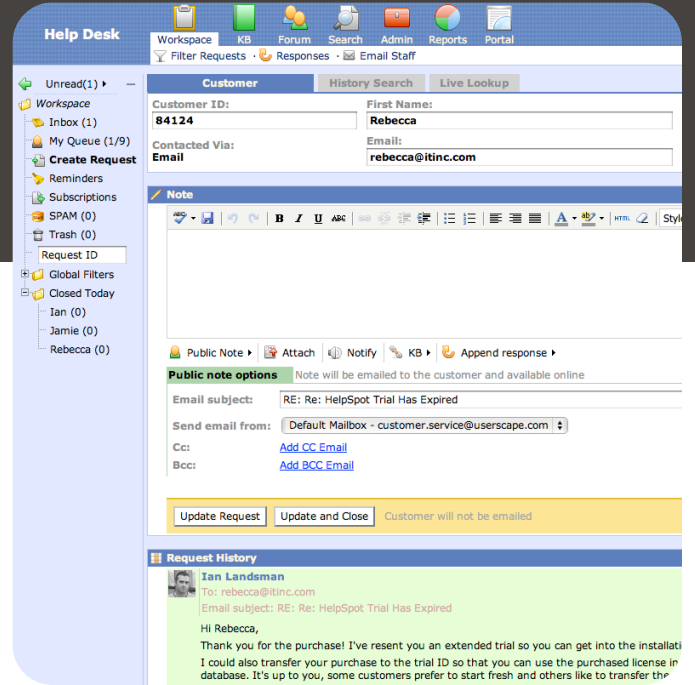
Ownership. Unique to HelpSpot is required request assignment, which means customer inquiries are never lost in the resolution process.

Measure. Move from reactive to proactive using HelpSpot's 18 built-in reports to monitor support trends.

Time Tracking. Log time each time work is done on a customer inquiry in support of SLAs or client billing.

Sending the right message. HTML email support means staff can create well-formatted messages to customers.

Comprehensive History. For each has an easy to follow history of every interaction related to the request, allowing any staff member to become current.



Take a tour or FREE 45 day trial

www.helpspot.com

"Now, data is visible and belongs to the organization, not to the employee's inbox."

-Bruce Kiefer, VP, Catalyst Repository Systems

"By far the best help desk tool I have ever evaluated or used. We simply could never live without it."

-Matthew Foust, Audiofile Engineering

1 license	\$199 USD
10 license pack	\$1899 USD
20 license pack	\$3599 USD
50 license pack	\$8499 USD
100 license pack	\$13999 USD
1 year FREE Support and Upgrades	

Solution for hundreds of customer-focused organizations, including



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