



Strengthen your Support with Self-Service

A HappyFox Webinar



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Live Webinar: #SelfService

Overview

What is Customer Self-Service?

How will it benefit you?

HappyFox Support Center

HappyFox Knowledge Base

HappyFox Forums



What is Self-Service?

An online portal where your customers can find answers without asking a customer service rep.

Question

What percentage of customers do you think would use a self-service option?

Answer

Roughly **70%** of customers **expect** a self-service option and **91%** would use one if it were available.



Benefits of Self-Service

- ✓ Shift from reactive to proactive support
- ✓ 24/7 support without additional overhead
 - ✓ Multi-language support
- ✓ Reduced overall support volume
- ✓ Ability to create brand advocates
 - ✓ Scalability

One-stop-shop for your customers
Ticket Management
Self-service using Knowledge Base
Help each other using Community Forum



Customize to reflect your brand
Knowledge Base
Community Forum
Raise/follow tickets
Support Center Widget



[DEMO]



Easy to manage
Search & Auto-suggest
External/Internal
Social Sharing
KB Analytics



[DEMO]



Build your customer community & let
customers help each other
Customer driven support
Forum post status
Share on Social Media



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