

# Communication Center

Our Customer Request Management (CRM) allows users to create a service request with **WebQA's** Action Center Platform. Benefits include:

## User

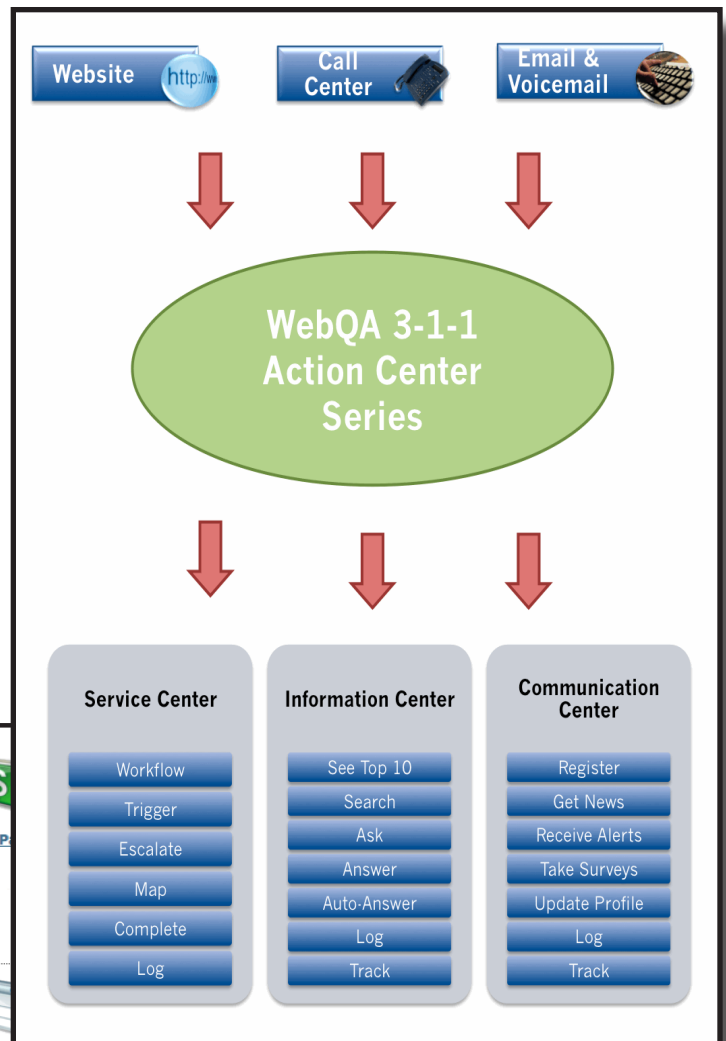
- Increases access to information
- Improves ability to communicate
- Empowers with 24/7 self-service
- Comforts with a site branded look

## Staff

- Reduces 73% of phone calls
- Reduces 64% of emails
- Keeps information consistent
- Collects, manages, and reports

## Executive

- Centralizes all departments
- Enhances customer interaction
- Exceeds service expectations
- Tracks and reports on all data
- Creates accountability



**Customer Action Center View**

<p><b>Find Answers</b></p> <ul style="list-style-type: none"> <li>» Browse Frequently Asked Questions</li> <li>» Search for Answers</li> </ul>	<p><b>Ask a Question</b></p> <ul style="list-style-type: none"> <li>» Send a Question</li> <li>» Provide Feedback</li> </ul>	<p><b>Submit a Request</b></p> <ul style="list-style-type: none"> <li>» Report a Problem</li> <li>» Register a Complaint</li> <li>» More...</li> </ul>	<p><b>Make a Payment</b></p>
<p><b>View Events</b></p> <ul style="list-style-type: none"> <li>» View All Scheduled Events by Day, Week and Month</li> </ul>	<p><b>Download Files</b></p> <ul style="list-style-type: none"> <li>» Forms</li> <li>» Meeting Minutes</li> <li>» More...</li> </ul>	<p><b>Take a Survey</b></p> <ul style="list-style-type: none"> <li>» Help Us Make the Portal Better!</li> </ul>	<p><b>My Portal</b></p> <ul style="list-style-type: none"> <li>» Review Your Questions and Requests</li> <li>» Update Your Account</li> <li>» Sign up to Receive Emails</li> </ul>