# Vip Desk: Web Based Customer Support

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Your Web-Based Help, Support & Service Desk for Your Site Visitors, Prospects & Customers! Convert More Prospects to Customers, Skyrocket Customer Loyalty, Increase the Percentage of Repeat Customers, Save Yourself Tons of Customer Support Hours... And A Lot More! Your own web-based help, support & service desk for your site visitors, prospects and customers can: Make you look professional. Which is more professional to you? Someone offering customer support via email or someone offering support via professional help desk (which actually costs less than $100 to acquire)? Convert more prospects to customers. Many prospects just need a small nudge from you to turn them to lifetime customers. Usually, this nudge comes as a result of promptly answering their questions and inquiries. As Corey Rudl's support desk page says: "90 of all questions are answered in this knowledge base..." In other words, people will get 24x7 answers to 90 of all questions! Skyrocket customer loyalty and satisfaction. It's a fact. Customers who receive professional support are much more likely to become your customers for life! Also, a website that does not have a help desk, has to offer its customers support via email. And we all know the problems of email communication and filters. It's happening every single day: A customer would be emailing you customer support questions that you wouldn't be even receiving! Talk about angry, upset customers and bad word of mouth! Increase the percentage of repeat customers. Satisfied customers will buy again and again from you. It's a fact. And you must remember: It's five six times easier to sell to a satisfied customer than to acquire a new customer. ----------------------------------------------------------------------------- Did you know? 80 to 90 of a firm's profits are generated by 10 to 20 percent of its customers. It costs six times more to sell to a new customer than to an existing customer. ----------------------------------------------------------------------------- Save yourself tons of customer support hours. How? Well, how many times do you find yourself retyping the answers to the same email questions? How much time do you spend going through your emails to see which ones are from your customers who need support and which ones (hundreds!) are SPAM! Tags: im, plr, mrr

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