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Make Business Easier Increase Sales With Our Professional Support Help Desk Software!Here are the feature list which will explain you what can Live Desk Pro do for your online business and how can it help your business grow - Gives you a live web-based help support system with ease! Make your website look professional and customer oriented! Automate your business and Saves many customer support hours! Convert online prospective visitors to customers! Skyrocket customer loyalty and satisfaction! Increase the percentage of repeat customers! Online knowledge base - people can get 24x7 answers to 90 of all questions! PLUS MUCH MORE! Bottom line, if you want to increase and maximize your online profits you need to have a support desk! You can have unlimited departments - Add, Edit, Delete Operators for any Department(s). You can assign operators to departments. Each operator can only handle the Tickets under the department(s) assigned to him. You can have unlimited operators - Add, Edit, Delete Troubleshooters. Troubleshooters are a series of choice questions a customer goes through in order to pinpoint and nail his exact problem. Here's a simplified example: "Is your problem A, B or C." If you choose 'A', you are asked: "Is it A1, A2, or A3." If you answer 'A2', you are given: "Answers to problems related to A2 are 1, 2 and 3". This is similar to Windows Help troubleshooters. Add, Edit/Delete Knowledgebase, where important issues can be listed for users to refer to. The Knowledgebase has multi-keywords search capability. Add, Edit, Delete Announcements for users to read. e.g. Keep your customers up-to-date on your latest website/product(s) news! Add, Edit, Delete Downloads. Forget about emailing individual people big-sized help files, PDF files, manuals, guides, etc. (which might not even reach your customers due to email filters). Provide all your downloads in Live DeskPro where they'll be instantly available 24x7 to whomever wants them! See open and closed tickets. Of course, Admin can reply to any ticket(s) in any department. Mail is sent to user after admin replies to the ticket. Reopen/close tickets. Edit autoresponder emails content (which Live DeskPro sends upon sign up, upon reply to ticket, etc.) Admin can edit emails sent to users, operators. Custom Branding/Naming - What are you going to call your help desk? You can even name your help desk whatever you like. It doesn't have to say "LiveDeskPro" in the header! You've purchased this product with full Master Resale and Redistribution

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