

SUPPORT MODULE

A Support Module represents your company's guarantee that it stands behind the efficacy and excellence of its products. CodeGrinders' Support Application constitutes an unparalleled client-outreach tool, which will allow your company to distinguish itself from the competition. Customers requiring products support and upgrades can quickly and accurately find their solutions, without the added cost and frustration of unnecessary e-mail or telephone inquiries.

1. Simple Solutions for Client's Problems:

Clients can easily locate information, reducing response-time and diffusing the customer dissatisfaction associated with time-delays. Your company can quality control all support information at the touch of a button, while safeguarding the process by assigning access permissions at its own discretion.

2. Minimizes Costly Telephone Support:

CodeGrinders' internet-based Support Module eliminates costly technical support phone calls. Clients are able to self-service their support problems without the waiting time usually associated with telephone-driven support. 1-800-numbers are left to the minority of callers, thus decreasing company costs, while increasing customer satisfaction.

3. Reduces the Inefficiencies Associated with E-Mail Support:

On-line support reduces the training, printing and delivery costs associated with maintaining a large human-capital support network. CodeGrinders' module allows your company to free up its support personnel, permitting a more optimal deployment of their technical expertise.

4. Minimizes the Deficiencies Associated with Static Pages Support:

Clients are no longer forced to scroll through lengthy, unrelated materials in order to access the desired information. Those accessing "Frequently Asked Questions" will be able to find exactly what they need, without having to skim through extraneous query strings. With Static-Pages, clients are forced to work harder for their own support, with Grinder 1.0 your company can make the job easier.

5. Technical Independence:

CodeGrinders' products are unique in that they liberate the corporation from the cost and complication associated with requiring programmers in order to complete even the most simple content tasks. CodeGrinders modules are created with a view towards functionality and ease of use. The support module services client needs, while serving as an invaluable marketing tool, both with respect to clients and shareholders. The ease of maintenance belongs to your company.