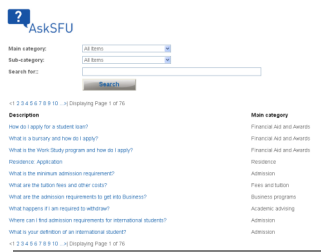


# Student Services/Registration Prospective Students

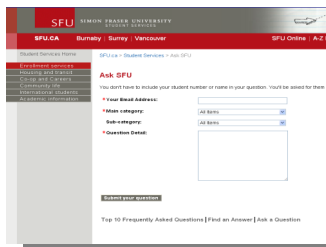
## Key Features

- Allows each department to manage all its functions according to its needs
- Centralizes the search for student records and information.
- Record all students interactions with your organization



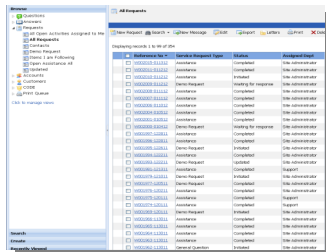
## FAQ/Knowledge Base

- Define exactly what information needs to be presented
- Create multiple portals (prospective, current, international, etc.)
- Create a private library of preset responses
- Advanced Search algorithm



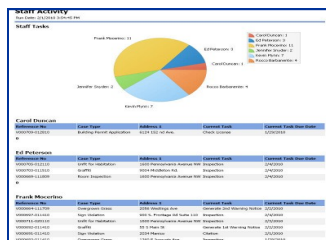
## Requests/Registration

- Ask a general question
- Create unlimited request types (registration, bursary, viewbook, tour)
- Secure Private portal
- Suggest answers, request deflection, avoid duplicates



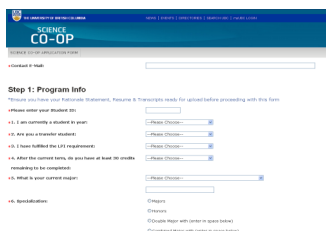
## Messages/Notifications/Workflow

- Personalized email confirmation and staff notifications
- Route to each department or support agent
- Create student lists, notify teachers and staff, escalate for approval
- Add tasks and activities as needed throughout the review process



## Custom Report Tool

- Use standard reports, or
- Create unlimited reports designed specifically for your needs
- Edit existing reports at any time
- Schedule reports for automatic delivery



## Web-Portal

- Offer an online portal for your students to interact directly with staff
- Submit all questions and requests online
- Access "My Stuff" for review and status updates
- 100% look-&-feel customization

# Student Service Center

CustomAnswers Student Response Center is accessible to both students and administrators in person, by phone, web or email; specific to meet the needs of each academic department; centralized to provide a complete view of all student interaction.

The main EdQA components manage:

## Information:

Answer student questions quickly by showing top questions, allowing question search or permitting questions to be asked. New answers are added to a knowledgebase so that information stays current.

## Service:

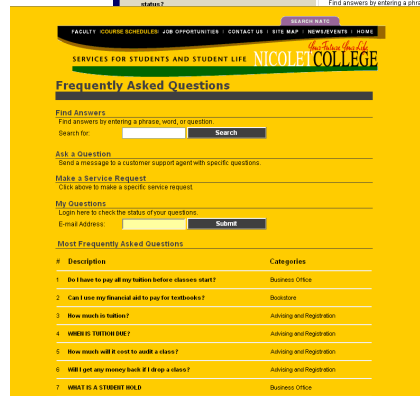
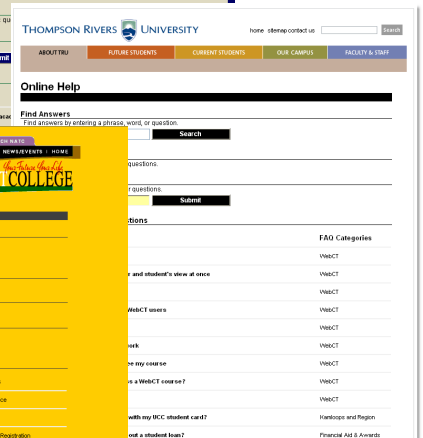
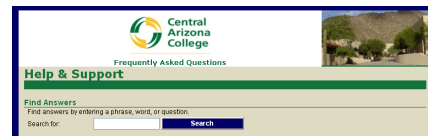
Capture, route, manage, search and report on all service requests: inception through completion.

## Messages:

Capture and track student communication around any topic to quickly and thoroughly respond.

## Surveys:

Create and administer surveys to collect ongoing feedback from students, faculty or staff.



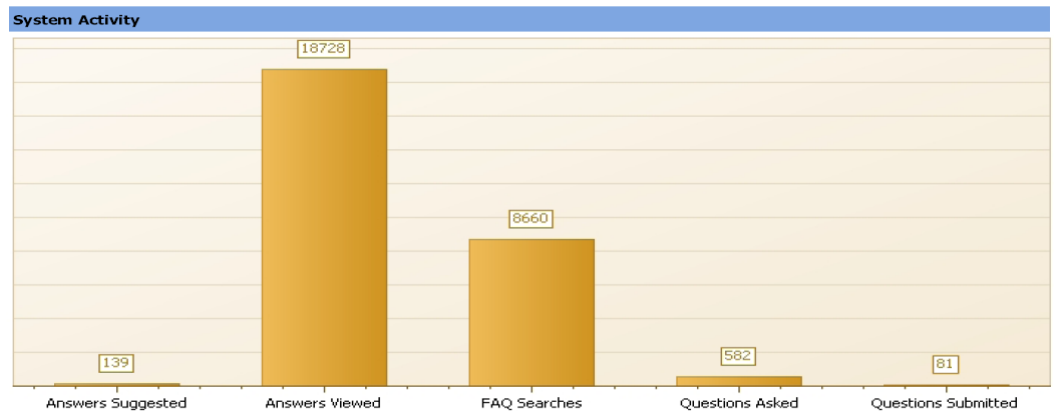
CustomAnswers hosted system can easily integrate with, and be customized to look like any website. Administrators connect through a web browser to manage alerts, questions, messages or service requests.

## The Benefits Are Real

**18,728 answers viewed**  
**81 questions submitted**

According to Gartner's, it costs \$4.50 to answer a phone call or \$4.00 to respond to an email.

**Over \$ 100,000.00 saved every year !**



**About CustomAnswers:** CustomAnswers is one of the country's leading providers of Customer Relationship Management Systems. Since 2001 CustomAnswers web based CRM provides a full suite of tools to service and support customers, citizens, employees and students online. Powerful, flexible, customizable and affordable, it includes the following modules: FAQ/Knowledge Base, Ticket Tracking and Service Requests, Email Management, and more.

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