

R@pid Service™

CUSTOMER SERVICE SOFTWARE

What is Rapid Service?

R@pid Service™ - Customer Service Software is brought to you by **R@pid Stability Incorporated**. We pride ourselves on our team of experienced professionals who are committed to delivering high performance services and technologies. We promise consistency and deliver quality.

R@pid Service™ was created by a team of experienced customer service professionals who rose to the challenge of streamlining and improving the way corporations manage their client needs. With an easy-to-use interface, extensive reporting system, and adaptive & customizable workflow, we give you the tools and power your company needs to efficiently service your customer base.

- Intelligent Solutions & Always Learning
- Powerful & Easy-To-Use
- Adaptive & Customizable Workflow
- Solid Reporting & Advanced Management

Adaptive & Customizable Workflow

R@pid Service™ is designed to maximize workflow within a customer service department. All aspects are completely customizable: flexible ticket priorities, configurable work queues, internal severities all ensure no customers get left behind. An audit trail provides upper management with solid reporting. **R@pid Service™** provides complete accountability for every ticket, every step of the way.

In short, **R@pid Service™** reflects the way your business is organized, rather than dictating how your business must be

- Enforced Workflow
- Complete Customization
- Internal Severities, Priorities, and Queues
- Complete Ticket Accountability



© 2004 Rapid Stability Incorporated. All Rights Reserved.
Contact Us: 1-888-257-2611 or www.rapidstability.com
6823 NW 218th Street, Alachua FL, 32615

Solid Reporting & Advanced Management

R@pid Service™ features extensive built-in reporting, which provides the most complete view of the process available. It allows you to highlight reoccurring problems and other high-trouble areas, saving you time and money. The result? Management gets clear and complete information needed to make profitable decisions.

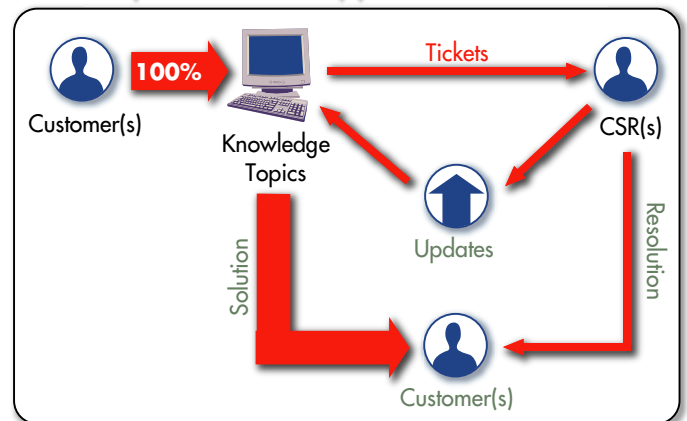
- Built-in Reporting
- Pinpoints High-Trouble Areas
- Promotes Profitable Decisions

Intelligent Solutions & Always Learning

Your customer service department does not need to grow in proportion to your expanding customer base. In our system, customers are routed to the Knowledge Topic database. They submit ticket requests only when they are unable to find a solution.

Our innovative approach to Knowledge Topics allows your staff to monitor and intercept new customer issues, which are used to create new entries in the Knowledge Topic database. This process allows you to lower the amount of ticket requests, thus controlling the growth of your customer service staff.

R@pid Service™ Application Overview



Ease-Of-Use Application

R@pid Service™ is designed to be user-friendly. The interface provides intuitive operation. Tabbed browsing eliminates the need for multiple windows on-screen. The application operates in any web browser and runs on Windows, Macintosh, and Linux platforms.

- Easy-To-Use Interface
- Tabbed Browsing
- Windows, Macintosh, & Linux Compatible