

Fact Sheet

Description

AskIt.com is an application service provider delivering outsourced online customer service and support solutions in an ASP model. AskIt.com's services are targeted toward organizations seeking an easy-to-use and rapidly deployable solution for external websites or intranets.

Mission

AskIt.com's mission is to develop online customer service tools for companies doing business on the Web. The goal is to help companies manage their customer service inquiry volume efficiently while maximizing overall customer satisfaction and reducing costs. Through its advanced Q&A technology, AskIt.com provides the best tools for online customer service support.

Product

When a question is asked using the AskIt! system, the most closely matching questions and answers appear. If the user does not find a sufficient answer, the question can be submitted to an expert at the company who responds immediately. AskIt! builds a valuable knowledgebase as new questions and answers are added to the system.

Product Versions

- Small Business Pro
- Corporate Silver
- Corporate Gold
- Corporate Platinum

AskIt Features

Self-service Knowledgebase
Inbound and outbound email
Live-chat Integration
Quick to implement
Intuitive easy to learn interface
No upfront investment in hardware
software or technology expertise
Secure
Hosted at 1st class data center (Global Center)

Scalable (Oracle & Linux)
ASP
Proprietary natural language technology
Expert routing
Access control system
Valuable metrics
Template responses
Public/Private responses
Editorial review
Trusted experts
Advanced logging
Customizable question categories



Never answer the same question twice!
> Visit www.askit.com

Fact Sheet

Askit Benefits

Reduce online support costs up to 80%
Enable customers to help themselves, 24x7
Improve Customer Service Quality
Increase conversion of browsers to buyers
Spot Opportunities and gain valuable insight into your businesses
Capitalize on cumulative knowledge of most experienced staff
Track customer service activity and monitor customer needs
Centralize your customer inquiries in a single location

Company Launch Date

September, 1999

Company Headquarters

Askit.com Headquarters:

5 Union Square West - 4th Floor
New York, New York 10003
(212) 414-9590 Tel
(212) 414-9960 Fax
www.askit.com

Executive Team

David Gusick, Chairman and CEO
Ken Shapiro, President
Eric Goldberg, Senior Vice President, Technology
Raymond Blum, Vice President, Systems Architecture
Pablo Ouziel, Vice President, Corporate Development

Media Contact

Vicki Banner/Valerie Moravek
Keating PR
343 Millburn Ave.
Millburn, NJ 07041

Phone: (973) 376-9300
Fax: (973) 376-8020
Email: vicki@keatingpr.com
valerie@keatingpr.com