

# AtomicSoft AtomicDesk/SQL



<b>Address</b>	{value_address}
<b>Contact Person</b>	{value_contact_person}
<b>Mobile Number</b>	{value_mobile_number}
<b>Email</b>	{value_email}

Helpdesk, FAQ, knowledge base, smart autoresponders, live support chat - all in one product. AtomicDesk supports user requests sent via web-based interface, as well as incoming requests from POP3 mailbox. Intelligent autoresponder system can send the best-matching answers from FAQ/knowledge base and reduce workload of support staff. Staff can communicate using either web-based staff panel, or their e-mail client. Personal permissions and response priority are configurable for each staff member. Comprehensive overall usage statistics and efficiency reporting module motivates staff to do their work better. Fuzzy logic powered search engine for FAQ and KnowledgeBase finds relevant answers better than exact keywords search engines and places the most relevant articles on the top. If customer requests a chat session via special form, AtomicDesk selects the best-suited chat partner automatically. All chat sessions are recorded for reference or for later followup.

For more details, please visit <http://scripts.goclix.com/atomicsoft-atomicdesk-sql-4675>

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