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Best Tool for Company Customer Service by [Davidnorman](#)

How to improve the customer service? It is a big problem which occurred in probably every single company. Whether you're running a small business or a large enterprise, customer service is one of the primary business processes that are vital for the existence of the company. And further more, the customer service is directly related with customers relationship. A company can not success if they can not handle the customers relationship well. So they need a software to help them with the customer service job.

It is a help desk software. A help desk is an information and assistance resource that troubleshoots problems with computers or similar products. Corporations often provide help desk support to their customers via a toll-free number, website and e-mail. Help desk software is not just for the IT companies, it can also be used in the other business companies. Help desk is mainly an email management software which can classify the customers email feedback. Help desk software can help to build a single to point of contact between users and employees. The users can easily find the best solution from the customer support with the help of a help desk software.

If you spend a lot of time replying to your customers' email requests, you know all too well how important it is to track how much time has passed since each request was received, its current processing status (not yet read/answered/requires additional consultation), who is involved in providing a response, and of having a complete list of requests from the same customer for reference. Experience shows that using a regular email client does not give the whole picture quickly nor in a convenient way. I suggest the iKode help desk software for you.

iKode help desk x is a customer support tool, FAQ and help desk system. Can be used to provide support to an online community, by solving tickets, adding a comprehensive FAQ section and interacting with users via emails. It is a web-based help desk software which written in PHP code. Comparing with the help desk in the market, iKode help desk is much cheap. At the same time, iKode help desk is powerful with all the features. There are several editions for you to choose. If you just want to try, you can download the free trail edition which is totally free. If you need to use a help desk for your business, you can choose the standard and enterprise edition. You can also purchase the site edition which can provide better service.

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