

ezSupport's

Searchable FAQs help desk lets you post a searchable knowledgebase of your frequently asked questions anywhere you want – your **website**, your **eBay listings**, your **eBay, Amazon, Yahoo stores**, etc. So customers can find answers on their own.

Here's how it works...



You set up your FAQ knowledgebase in your ezSupport account.

ezSupport's online administration makes it simple for you to add your FAQs. **No technical skill is required.**

And you can always add, update, and delete FAQs as necessary.

The screenshot shows the 'Configuration' section of the ezSupport interface. The navigation bar includes 'Support Center', 'Tools', 'Configuration' (highlighted), 'Company Profile', and 'Modules'. Under 'Configuration', there are links for 'Your Help Desk', 'Knowledgebase', 'Message Settings', 'System Settings', and 'Import/Export'. The 'FAQs' section is active, with sub-links for 'FAQ Tester', 'Saved Responses', 'Matching Words', and 'Excluded Words'. The 'FAQ Tester' sub-link is selected. The form displays a 'Category' dropdown menu set to 'Shipping'. The 'Question' field contains the text 'Do you ship internationally?'. The 'Answer' field contains the text 'Yes, we ship internationally by FedEx. International shipments generally take 7-10 business days to arrive.' An 'Add' button is located at the bottom of the form.

Support Center	Tools	Configuration	Company Profile	Modules
Your Help Desk	Knowledgebase	Message Settings	System Settings	Import/Export
FAQs	FAQ Tester	Saved Responses	Matching Words	Excluded Words
Category	• Shipping ▼			
Question	Do you ship internationally?			
Answer	Yes, we ship internationally by FedEx. International shipments generally take 7-10 business days to arrive.			
<input type="button" value="Add"/>				

Your help desk will be automatically posted to all your eBay listings via the "Ask a question" link.

PLUS

You can place a link to your help desk on any webpage where you can insert a line of HTML code, such as your **website**, your **eBay listing descriptions**, your **eBay**, **Amazon**, **Yahoo stores**, etc.



NEW Wii MotionPlus

Item condition: **New, Never Opened**

Quantity: More than 10 available

Price: **US \$19.99** [Buy It Now](#)

You can also: [Watch this item](#)

Shipping: **FREE shipping** Other (see description) [See more services](#) | [See all details](#)
Estimated delivery time varies

Returns: 30 day money back, buyer pays return shipping | [Read details](#)

Coverage: Pay with **PayPal** and your full purchase price is covered | [See terms](#)

Seller info

exampleseller (72324)

me 98.4%

[Ask a question](#)

Other item info

Item number: 400073892729

Item location: United States, United States

Ships to: United States

Payments: **PayPal** [See details](#)

History: 32 sold

[Share](#) [Print](#) [Report item](#)

Description

Shipping and payments

Related items and services

Wii MotionPlus

Description

Questions?

find ANSWERS

Simple. Intuitive. Easy to use. Connect the Wii MotionPlus™ accessory to your Wii Remote™ controller to increase accuracy and enhance play control on compatible

Look on the back of Wii Game Disc packaging to see which games are specially designed for use with Wii MotionPlus. Wii MotionPlus contains additional sensors that make the Wii Remote respond to the slightest movement, motion, or twist of the wrist. Wii MotionPlus must be used with a Wii Remote, which is sold separately. When used with specially designed games, Wii MotionPlus tracks players' movements in finer detail and with greater accuracy than ever before, building upon the innovative wireless function of the motion-sensing Wii Remote™ controller. Even the slightest twist of the wrist or turn of the body is replicated exactly on the TV screen, allowing users to become even more immersed in Wii game play. Designed for easy attachment to the Wii Remote controller which is sold separately.

Tiger Woods PGA TOUR 10 – EA Sports
From EA Sports, experience a near perfect 1:1 swing with the Tiger Woods PGA TOUR 10 bundle, featuring Wii MotionPlus. Elevate your game with an enhanced, true-to-life golf swing that features precise draw-fade capabilities and authentic sports motion.

Wii MotionPlus Compatible Titles:
Virtua Tennis 2009 – SEGA
The world's top tennis stars are hitting the courts again this May in SEGA's Virtua Tennis 2009 for Wii. Now every swing is more precise and the action is more intense, thanks to the Wii MotionPlus. Other updates include brand new courts, a new roll call of tennis stars to compete against and even more court mini-games.

Tiger Woods PGA TOUR 10 – EA Sports
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Grand Slam Tennis - EA Sports
Can't get enough tennis? Excitement is in full swing with Grand Slam Tennis from EA Sports. Compatibility with the Wii MotionPlus accessory makes it possible to spin your racket and control your in-game player with superior responsiveness and control.

Wii Sports Resort - Nintendo
Just as with Wii Sports, people will love competing against friends and family. As the competition heats up, Wii Sports Resort is as much fun to watch as it is to play. First-time players will find it easy to pick up a Wii Remote and jump into the action. A wide range of activities will keep players coming back for one more round. Some sample activities include Sword Play, Power Cruising (racing a personal watercraft) and Disc Dog, which involves accurately tossing a disc to a cute, Mii-like dog.

If you want additional information regarding the content of this item please refer to the manufacturer for more details.

Customers who click the "Ask a question" link on your eBay listings will be automatically directed to your FAQ help desk where they can **search** FAQs or browse by category.

NEW Wii MotionPlus
 Item condition: New, Never Opened
 Quantity: 1 More than 10 available
 Price: **US \$19.99** [Buy It Now](#)
 You can also: [Watch this item](#)

Shipping: **FREE shipping** Other (see description) [See more services](#) | [See all details](#)
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[Ask a question](#)

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[Share](#) [Print](#) [Report item](#)

When a knowledgebase is set up thoroughly, most customers (~80%) are able to find answers on their own. Those are questions **you won't have to answer.**

And customers whose questions are answered immediately are likely to bid or buy immediately. That means **more revenue** for you.

Your Logo

Ask a Question [Search](#) Powered by **HOSTED SUPPORT**

Topics

- Item (5)
- Shipping (6)**
- Payments (5)
- Returns (4)
- Other (6)

[Back to item description](#)

Can't Find an Answer? [Contact seller](#)

Shipping

- ▼ **Do you ship internationally?**
 Yes, we ship internationally by FedEx. International shipments generally take 7-10 business days to arrive.
- ▼ **How can I track the shipping of my purchase?**
 When we ship your purchase, we'll email you a tracking number so you can check its status and progress.
- ▶ **If I win the auction, how soon will I receive my item?**
- ▶ **What countries to you ship to?**
- ▶ **What is the shipping cost to my country?**
- ▶ **What shipping companies do you use?**

If a customer is unable to find an answer, the question can then be submitted via eBay's regular "Ask a question" form.

So ezSupport's Searchable FAQs can effectively serve as your "**first line of defense**" against repetitive customer questions.

The screenshot displays the 'Ask a Question' interface. At the top left is a placeholder for 'Your Logo'. Below it is a 'Topics' list with links for 'Item (5)', 'Shipping (6)', 'Payments (5)', 'Returns (4)', and 'Other (6)'. A search bar contains the text 'Ask a Question' and a 'Search' button. To the right of the search bar is a 'Powered by HOSTED SUPPORT' logo. The search results section shows '0 Results were found for "example":' and a message: 'To find the answer to your question you can:'. Below this are two suggestions: 'Try your search again with different keywords' and 'Browse the topics on the left'. At the bottom left, there is a link 'Back to item description' and a red dashed box highlighting the text 'Can't Find an Answer?' and a 'Contact seller' button.

Customers can also access your Searchable FAQs help desk on **any webpage** where you post a customizable help link, such as the example eBay listing description at right.

When customers click the help link on your webpages, your ezSupport help desk will display in a new window.

So you have the flexibility to offer self-service support to your customers **wherever** they need it.

The screenshot shows an eBay listing for a 'Wii MotionPlus' accessory. The listing includes a description, a 'Description' section, and a 'Shipping' section. A red dashed box highlights a 'Questions? find ANSWERS' button in the top right corner of the listing. A red arrow points from this button to a new window that has opened, displaying the ezSupport help desk interface. The help desk window features a search bar with the text 'Ask a Question', a 'Search' button, and a 'Powered by HOSTED SUPPORT' logo. Below the search bar, there is a 'Topics' section with a list of categories: 'Item (5)', 'Shipping (6)', 'Payments (5)', 'Returns (4)', and 'Other (6)'. The 'Shipping' section is expanded, showing several questions and answers related to international shipping, tracking, and shipping costs.

Description | **Shipping and payments** | **Related items and services**

Wii MotionPlus

Description

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Tiger Woods PGA TOUR
From EA Sports, experience life golf swing that features

Wii MotionPlus Compatible
Virtua Tennis 2009 – SE
The world's top tennis stars thanks to the Wii MotionPlus

Tiger Woods PGA TOUR
From EA Sports, experience life golf swing that features

Grand Slam Tennis - EA
Can't get enough tennis? your racket and control your

Wii Sports Resort - Nintendo
Just as with Wii Sports, game time players will find it easy activities include Sword F

If you want additional info

Customer Support Software | Customer Service Software | Customer Support Automation | HostedSup - Windows Internet Explorer

https://www.hostedsupport.com/support/index.cfm?fuse=main.faq&C=120049&S&ID=0

Your Logo

Ask a Question Search Powered by HOSTED SUPPORT

Topics

- Item (5)
- Shipping (6)**
- Payments (5)
- Returns (4)
- Other (6)

Shipping

- ▼ **Do you ship internationally?**
Yes, we ship internationally by FedEx. International shipments generally take 7-10 business days to arrive.
- ▼ **How can I track the shipping of my purchase?**
When we ship your purchase, we'll email you a tracking number so you can check its status and progress.
- ▶ **If I win the auction, how soon will I receive my item?**
- ▶ **What countries to you ship to?**
- ▶ **What is the shipping cost to my country?**
- ▶ **What shipping companies do you use?**

For questions submitted via eBay's "Ask a question" form, you can continue to respond using your current email program, **OR**, you can use ezSupport for eBay, which has many useful and time-saving features such as "canned" responses, a complete message history archive, and POP email integration.

ezSupport can also be set to **auto respond** to questions using matching answers from your FAQs.

See our Auto-Response Messaging tour for more information.

The screenshot displays the ezSupport Account interface. At the top, there are navigation tabs: Tools, Configuration, Company Profile, and Modules. Below these are sub-tabs: Summary, Messages, Contact Manager, and Calendar. A search bar is visible with the text "Keyword SEARCH" and a "Submit" button. The main content area shows a list of messages under the heading "ezSupport Account" and "POP Account". The list includes columns for checkboxes, message numbers, Date Time, eBay ID, Subject/Question, Priority, Group, and CSR. Two messages are listed:

	#	Date Time	eBay ID	Subject/Question	Priority	Group	CSR
<input type="checkbox"/>	153	12/04/08 9:50 A	mymoneysworth1	Does this come in yellow?	High		J. Doe
<input type="checkbox"/>	152	12/03/08 1:14 P	allied_books	Do you ship to Iraq?	Medium		J. Doe

On the left side of the interface, there is a sidebar with various folders and actions, including "Retrieve Messages", "Live Auction Inbox (2)", "Winning Bid Inbox (3)", "Alerts (4)", "Best Offers (2)", "Disputes (3)", "Buyer Feedback (2)", "Seller Feedback (0)", "End Of Auction (4)", "Sent (403)", "Deleted (4) (purge)", "Manage Folders", and "Signatures".

ezSupport for eBay

Take a FREE 30-day trial at
www.hostedsupport.com/eBay

