With a **FAQ**, you give your user the right answer, in exactly the right time.

Logical, educational and searchable — with immediate effect. Answer your visitors' questions 24/7 with a smart, responsive FAQ.

ImB☺x
Customer relations made easy

Reduce incoming tickets & increase customer satisfaction.

Intelligent FAQ that ranks questions by popularity and has an advanced search that matches search words to the right article. With your graphic profile and with your choice of icons, you help your visitor 24/7.

Get 19% fewer tickets

Your visitors will easily find answers to their questions, without having to contact you.
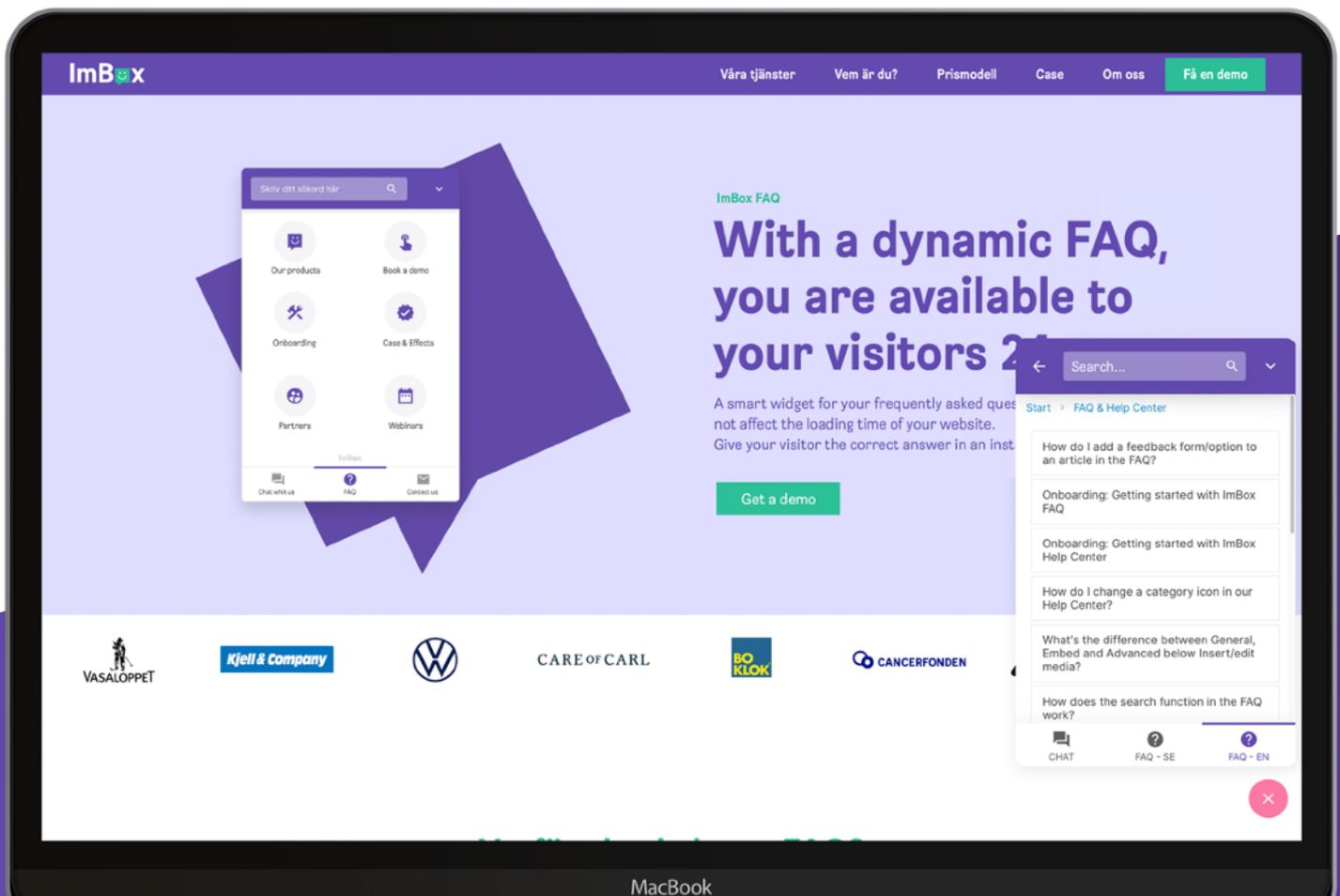
Give the right answer – 24/7

Quality assured & up-to-date information that answers your visitors' questions 24/7.

Responsive & logical FAQ

Makes it visually easy for visitors from both computer & mobile to find the right information, right away.

Three very simple steps to get started with ImBox FAQ!

Talk to your customer service department & identify the most common questions

Choose categories & icons that match each other

Create answer articles for each category & tag relevant search words – Done!

Grab a cup of coffee & relax! Easy as that ☕

Unique functions that are produced in-house, together with our customers.
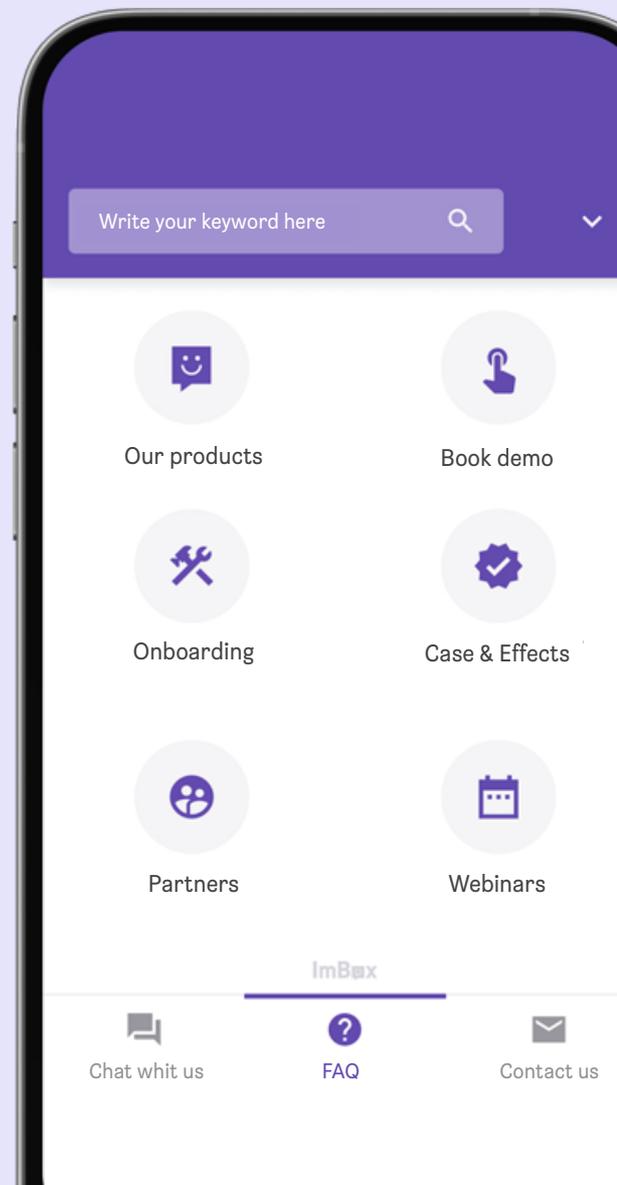
Customized FAQ ✓

Your graphic profile makes the widget credible & personal. It should feel reassuring for your visitor to find answers to their questions.

Visible 24/7 ✓

Even though you've gone home for the day, that doesn't mean your visitors stop having questions. A searchable FAQ easily accessible in a widget helps your visitors right from the home page.

Responsive with UX in focus ✓

Whether your visitors find your site via computer or mobile, it should be just as easy & logical to find the answers to their questions.

Write your keyword here 🔍

Our products

Book demo

Onboarding

Case & Effects

Partners

Webinars

ImBox

Chat whit us

FAQ

Contact us

Triggered FAQ ✓

Choose where on the website you want the FAQ to pop up and make help visible when it is needed

FAQ for all media ✓

Fill your FAQ with pictures, videos and ideas to inspire, and upload PDFs to offer more detailed information.

Powerful search function ✓

The content shown in the FAQ is sorted by popularity & is linked to the search words you choose to add to the article.

FAQ in several languages ✓

Write the content for your FAQ in your local language and choose to display it for the right domain.

Dynamic FAQ ✓

Like a sticker, the FAQ is located on your website and the visitor can easily navigate around the site without losing the shortcut to the FAQ.

User-friendly FAQ ✓
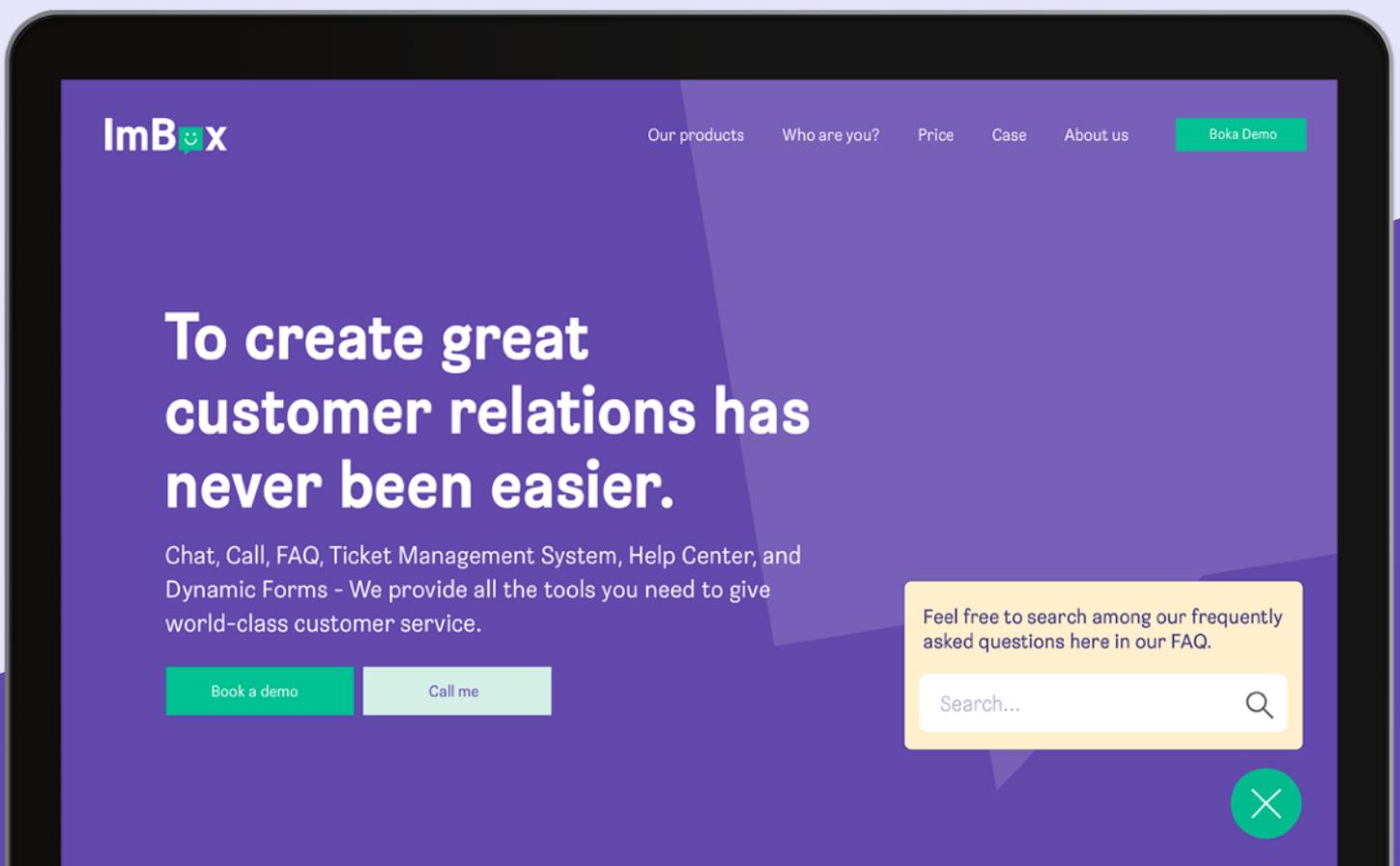
For both you and your visitor. Which makes it easy for you to update articles as needed and always provide up-to-date, quality assured answers.

ImB☺x

Our products   Who are you?   Price   Case   About us   Boka Demo

To create great customer relations has never been easier.

Chat, Call, FAQ, Ticket Management System, Help Center, and Dynamic Forms - We provide all the tools you need to give world-class customer service.

Book a demo   Call me

Feel free to search among our frequently asked questions here in our FAQ.

Search...   🔍

✕

Unique statistics.
On everything.

Everyone loves pie! Especially when it's served with statistics. With clear pie charts and forecasts for the past and present, your customer service is shown in its best light. Keep an eye on important KPIs for customer service & get daily statistics for everything going on in your customer service channels.

What is the visitor looking for?

See what words and phrases your visitors use in the search field and see which articles they click on.
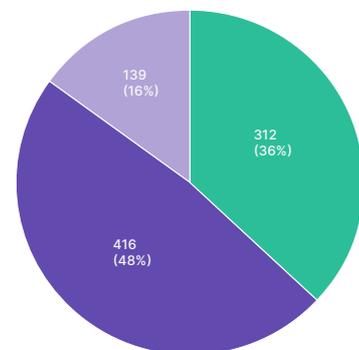
Which articles are most popular?

Find out which articles are the most popular to learn what information visitors want when you create content for the website and other communications.

Views by Weekday

Sat
May 09, 2021 – Jun 07, 2021: **72**

Views by Page

139 (16%)
312 (36%)
416 (48%)

● Desktop   ● Tablet   ● Mobile

What does the FAQ generate in sales?

See what the FAQ gives in increased sales both in terms of total and number, and AOV (average order value).

What does the visitor think of the answer?

Get feedback on your articles in the FAQ and ensure that the visitor finds the right answer on their own.

From which page does your visitor click into the FAQ?

See where on the site your visitor has found themselves when they started a search in the FAQ & identify any friction on your website.

ImBox FAQ

Measure what the FAQ contributes in sales.

Draw conclusions based on the sales data. With the e-commerce tracker, you can track sales/conversions that the FAQ contributes.

See the average order value for customers who used the FAQ

How many orders has the FAQ contributed and what is the total sum for these orders?

Ecommerce transactions

Has had FAQ ✕   Has seen FAQ ✕

Select agent...

2021-05-02   2021-05-16   Apply

218 597 :-
Revenue

643 :-
Average Order Value

1 426
Quantity

Date	FAQ	Agent	transID	Product	Revenue	Custom 1	Custom 2	Affiliation
05/02 13:50		renee@email.com	76379	1	346.70	7637		DK
05/02 17:34	Yes	pierre@email.com	74347	3	554.20	3557		NO
05/02 19:02		ellen@email.com	78399	1	672.80	6789		SE
05/02 19:52	Yes	ellen@email.com	77382	2	819.00	3526		SE
05/02 21:08	Yes	renee@email.com	70912	4	782.30	1090		DK

Customized delivery. As if it was made just for you.

With your graphic profile, we design a widget that looks just like you. That blends in and integrates with your website and is just as personal.

Trigger the FAQs on specific pages

Pop up the FAQ when a visitor enters your website & give a simple path to an answer. Or show that you can help on pages that can create questions.
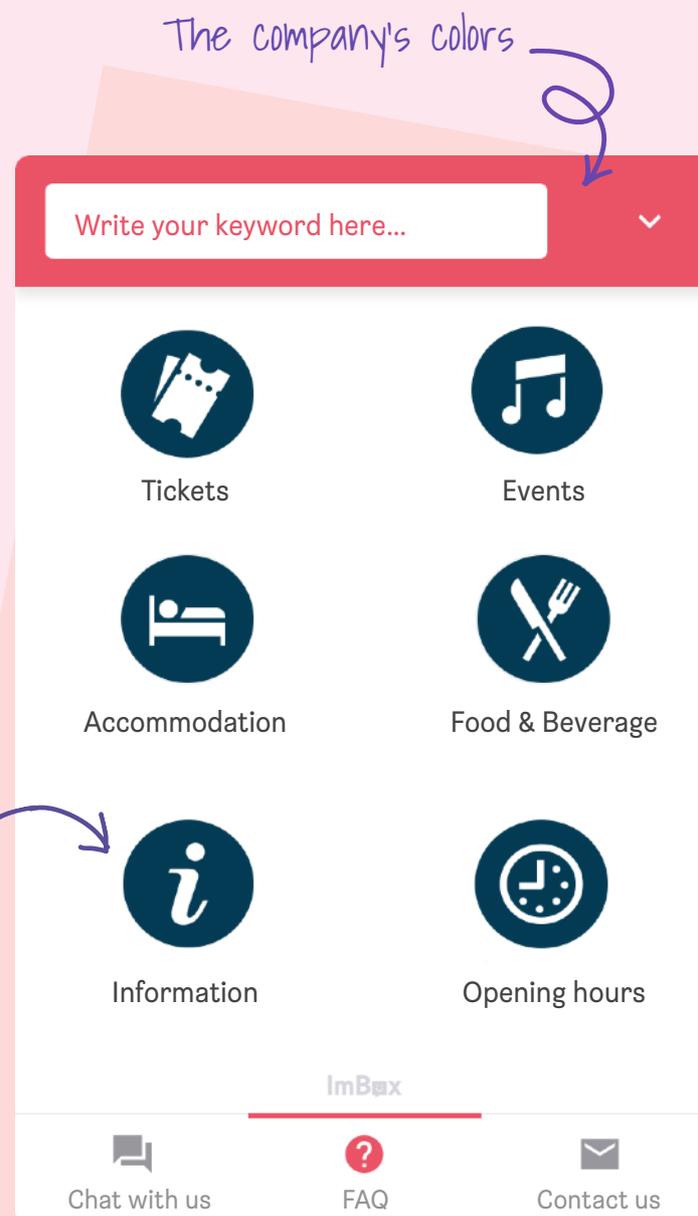
Appearance matters

More people use an FAQ that matches the graphic profile of the company.

Inspire & demonstrate

Use the space in the FAQ to produce inspiring product films, how-to videos or guides to inspire more satisfied customers. To help your visitors, help yourself first.

The company's colors

Write your keyword here...

Tickets

Events

Accommodation

Food & Beverage

Customized icons

Information

Opening hours

ImBox

Chat with us

FAQ

Contact us

Why ImBox 🎉

Seamless & borderless customer communication, in all channels.

We want everything to be simple

Giving your customer world-class service & dealing with ImBox.

Complete supplier

The only tool you need. Only log into one system to manage all your customer dialogues – for telephony, chat, Messenger, ticket management & forms!

Swedish support on speed dial

With Swedish support, onboarding and coaching by our experienced customer care workers throughout the collaboration, you get the most out of your services with us.

Simple but smart services

Nobody uses services that are complicated. So our services are both simple and user-friendly, for both you and your customer!
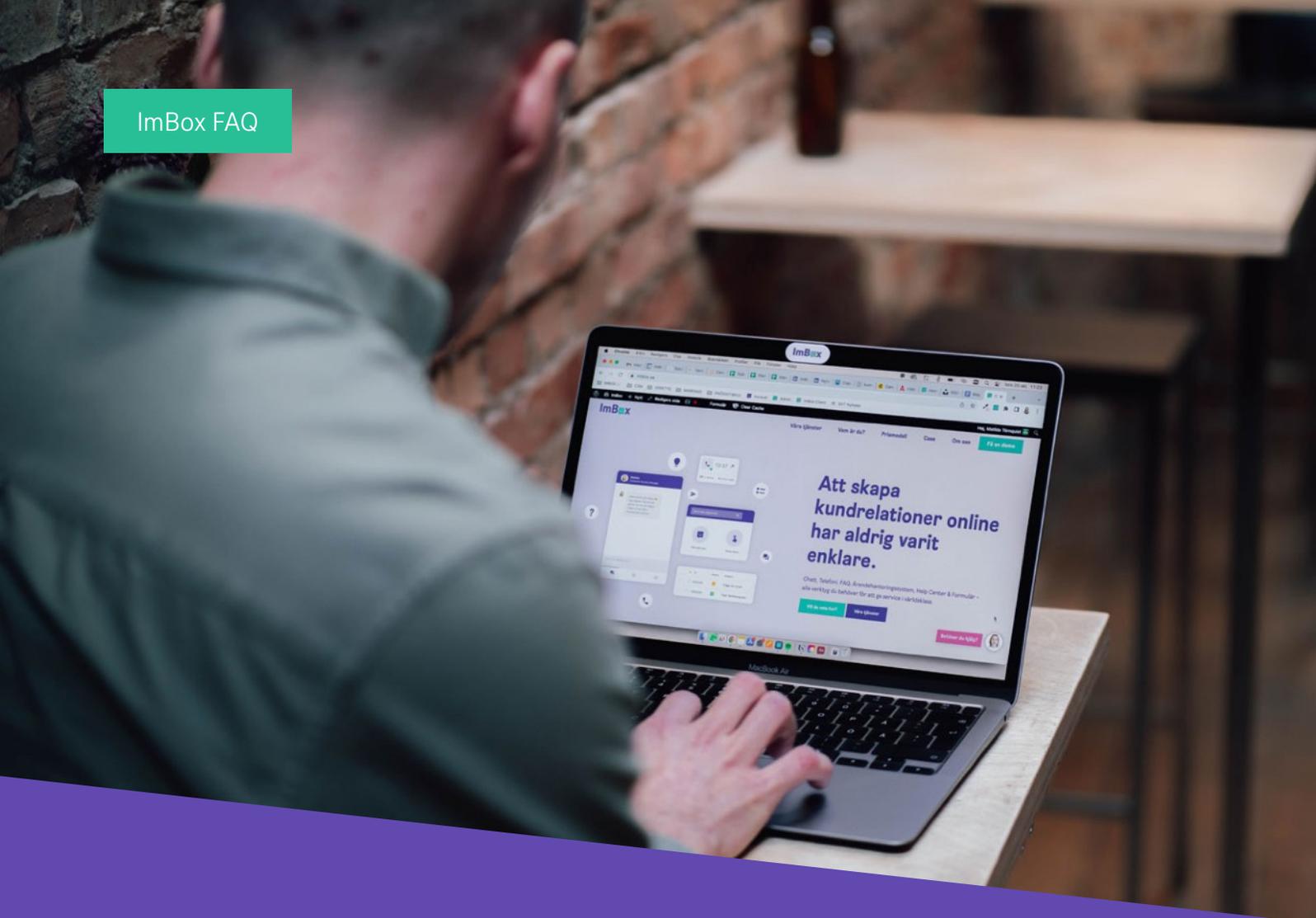
The best FAQ

Is the one you use right. We help you to always get the very best from our services.

Product development in-house

All our services are developed internally by us. As a customer, you can be involved and influence how our services develop, and the decision paths for new functions are never long!

Always included in our services!

It should be just as easy to give good service as to get really good service. Throughout our collaboration, you'll get to share knowledge, experience and insights within digital service.

✓ Onboarding & training by specialists in digital service.

✓ WCAG – all ImBox services comply with the law on accessibility.

✓ GDPR secure – with data storage in Europe, all our services are GDPR secure.

✓ Support within 10 seconds – available to you via chat, phone and e-mail.

Welcome to the ImBox family🎉

You are now part of the revolution in customer communication.

ImBox
Customer relations made easy