ImBox Help Center

Help Center that makes it easy to find the right way

Collect all information in one place – easy for both visitors and search engines to find! An easy-to-understand page with endless possibilities, makes help available to everyone.

ImBox
Customer relations made easy

A knowledge bank with a high SEO ranking

Quality assured, updated and correct. Upload articles, videos, PDFs or guides. With an easy-to-understand page for several different categories, it will be easy for colleagues, visitors and search engines to find their way.

Clear & easy to understand

Make it easy to find the right way. Quality assured and updated content – for both customers and colleagues.
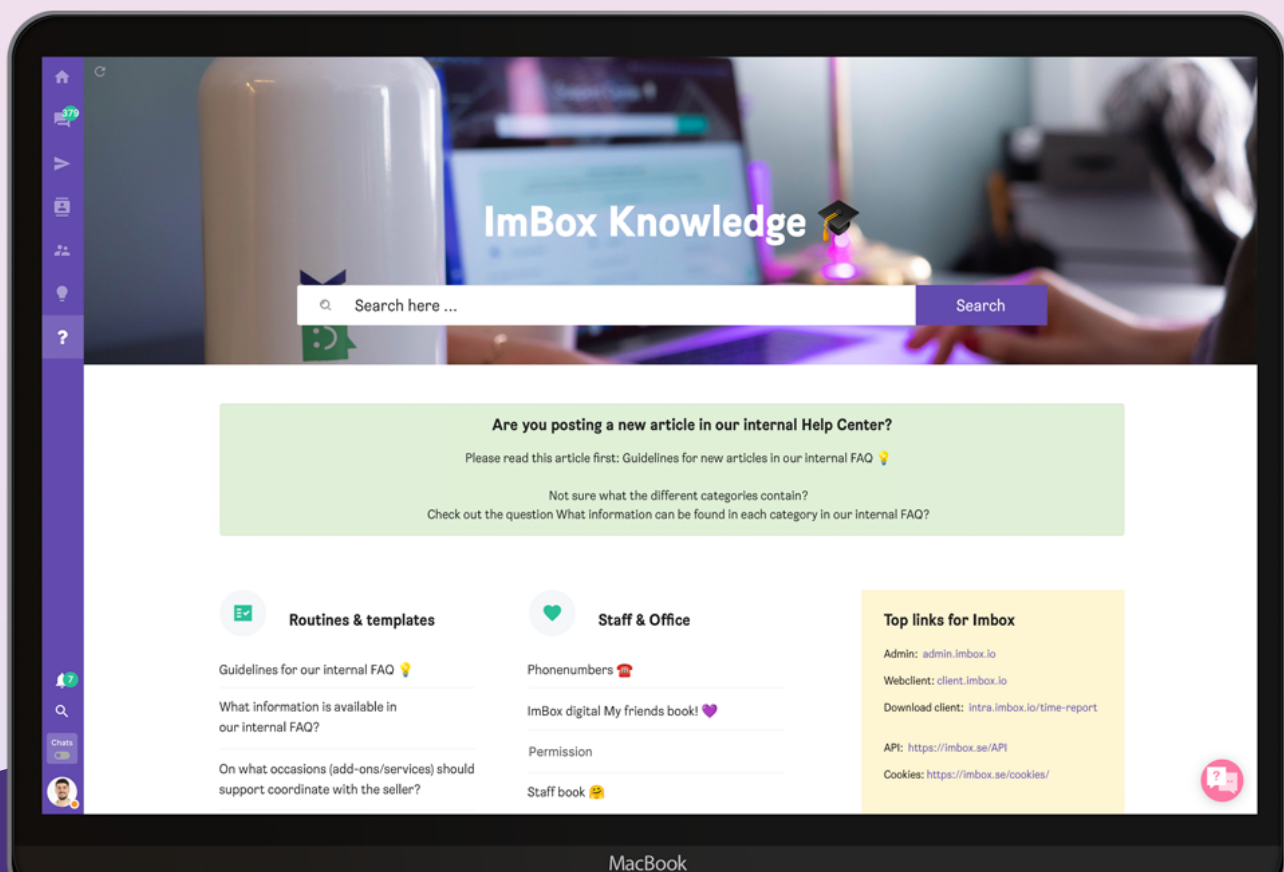
Inform to inspire

Inspire with texts, images and videos. Give access to files and other useful content right from the website.

All content is SEO indexed

Help Center content is indexed by search engines, which benefits SEO and traffic to your website.

Three very simple steps to get started with **ImBox Help Center!**

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!

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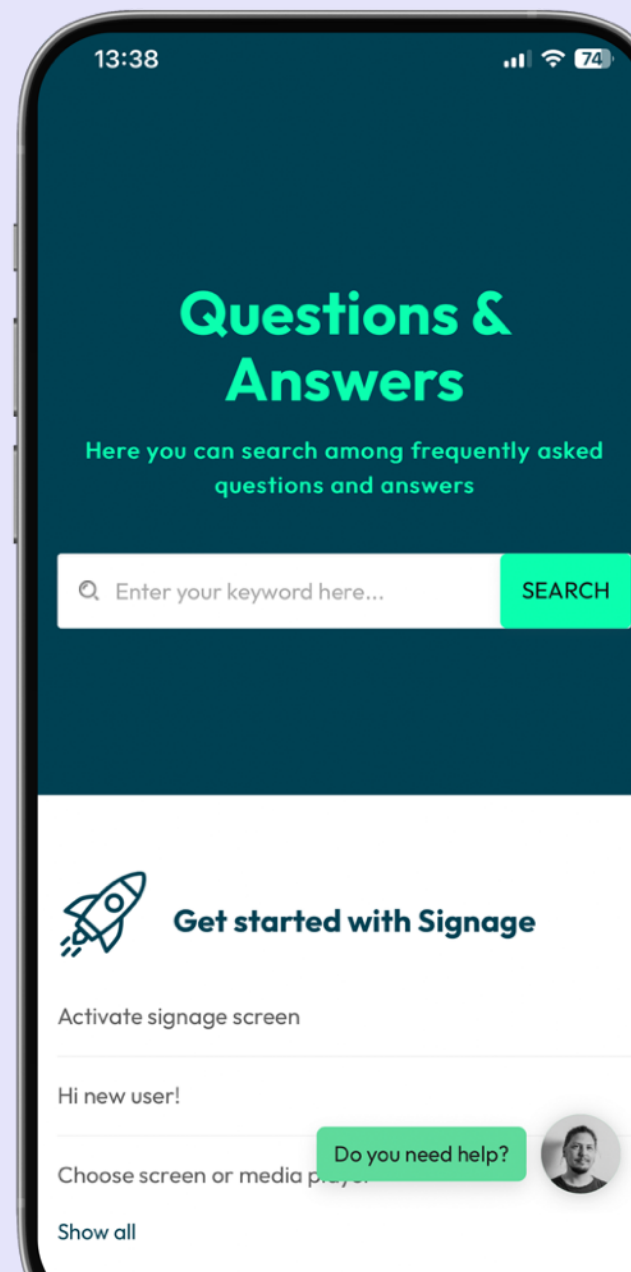
Customized ✓

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.

13:38

Questions & Answers

Here you can search among frequently asked questions and answers

🔍 Enter your keyword here...   SEARCH

🚀 Get started with Signage

Activate signage screen

Hi new user!

Choose screen or media pl...

Show all

Do you need help?

Help Center for all media ✓

Fill your Help Center with pictures, videos and ideas to inspire, and upload PDFs to offer more detailed information.
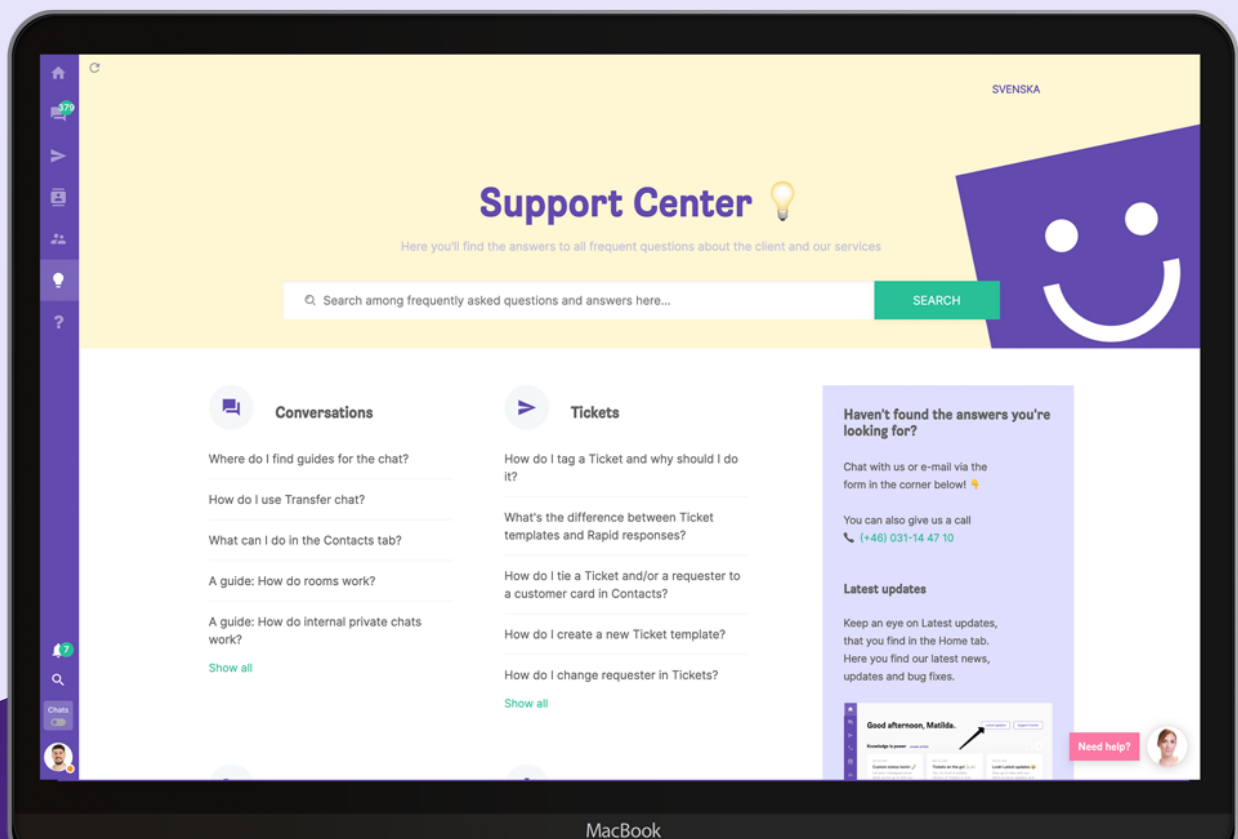
Powerful search function ✓

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

User-friendly Help Center ✓

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.

Help Center in multiple languages ✓

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

Internal Help Center ✓

Quality-assure the right service, help new employees to quickly find answers to questions and have all the important information easily accessible for staff.

Intern knowledge hub ✓

Have all important information easily accessible directly in the ImBox program to ensure qualitative answers, and make it easier for your agents to quickly find responses.
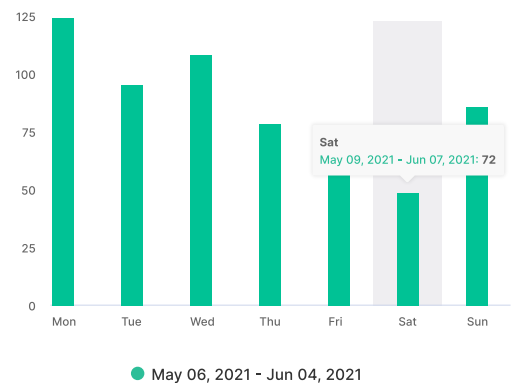
Unique statistics.
On everything.

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.

Views by Weekday

125	
100	
75	
50	Sat May 09, 2021 - Jun 07, 2021: **72**
25	
0	

Mon Tue Wed Thu Fri Sat Sun

● May 06, 2021 - Jun 04, 2021

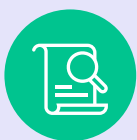## What does the visitor think of the answer?

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

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.

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

With your graphic profile, we design a Help Center that looks just like you. That blends in and integrates with the rest of your website and is just as personal.
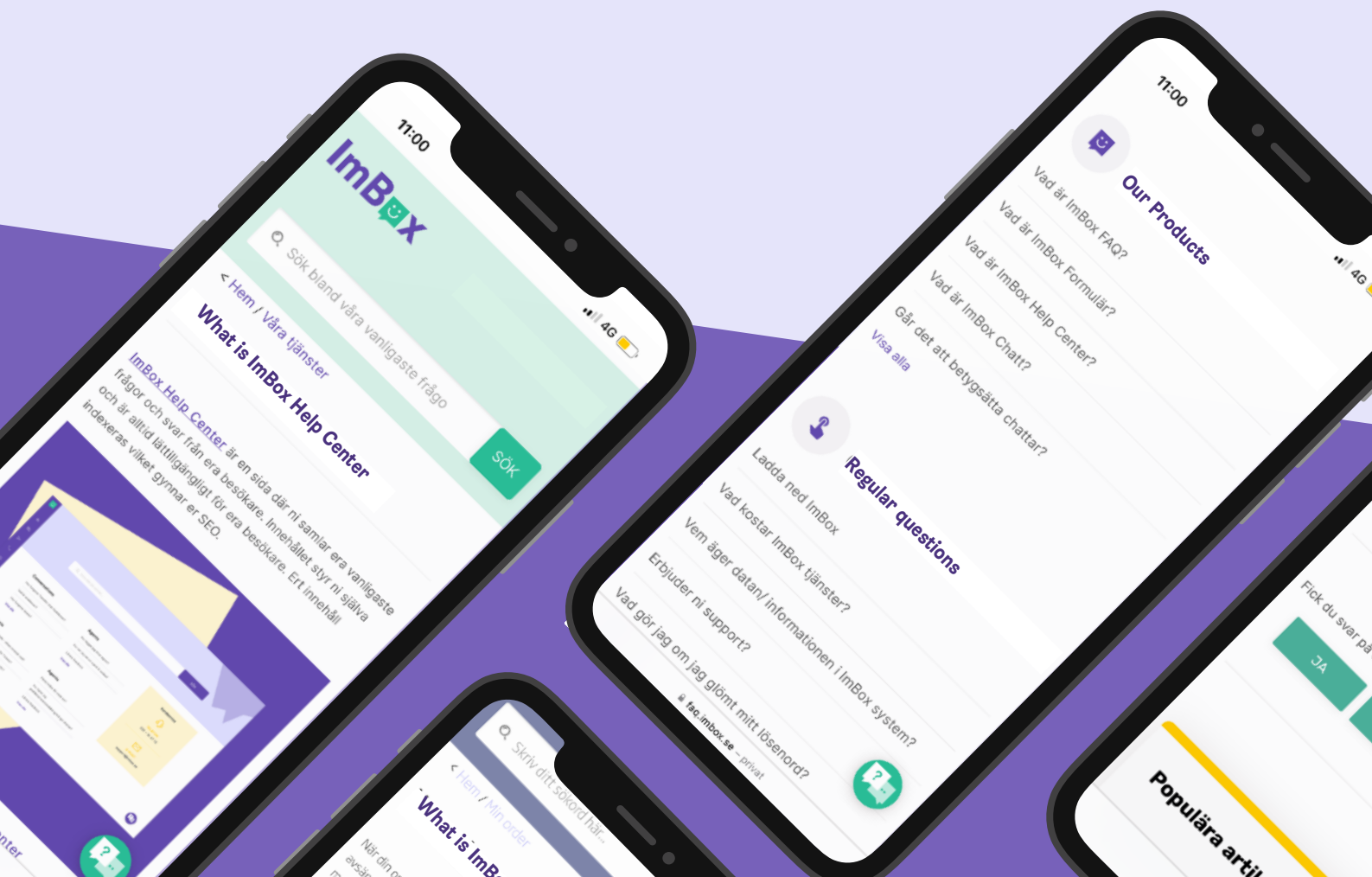
Inspire & demonstrate

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

Appearance matters

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

Why ImBox 🎉

Seamless & borderless customer communication, in all channels.

We want everything to be simple

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

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!

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!

Support on speed dial

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

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!

The best Help Center

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

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