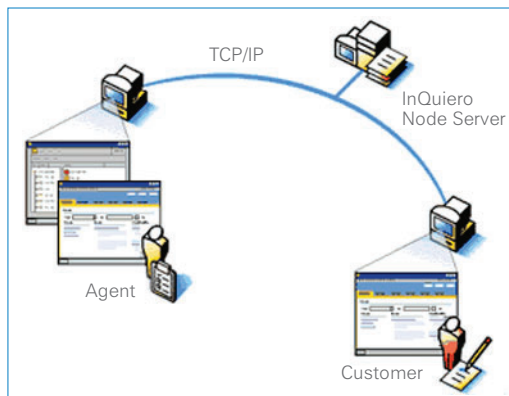




Make Inquiereo your best customer service partner

InQuiereo provides the ultimate in customer services

InQuiereo is a dynamic application that provides your organisation with a new medium for communicating with your customers via the Internet.



InQuiereo's powerful tools offer endless possibilities: instant attention with no installation, IP voice support, joint browsing, remote control and direct assistance from its own applications.

InQuiereo is the next step in the process of improving communications systems with customers, providing instantaneous, reliable, low-cost communication with universal access.

Available immediately

Once you have registered with the service, integrating InQuiereo into your website is as simple copying a link to the pages from which you want to attend to your customers.

Regardless of where your organisation has its website or what platform you use: PHP, Active Server Pages, Linux...

Net Transmit & Receive (NTR) is the manufacturer and application service provider responsible for updating, maintaining and continuously monitoring the software, in order to guarantee its complete availability.

InQuiereo is housed in a specialised data center (COLT TELECOM CSI), allowing all our customers to access this application via the Internet.

Fixed costs and measurable results

In exchange for a fixed monthly payment, your organisation can make use of InQuiereo's services. Your operators and agents simply have to connect to the web from their offices or homes.

The various administrative tools provide you with real-time feedback on the profitability of the service: operator connection times, conversations held, frequently visited pages. It is also possible to export all the historical information in your account to XML format for future manipulation.

Total security

All conversations held via the InQuiereo platform are encoded and stored encrypted in the database.

InQuiereo is also available through SSL 128 byte protocol, if required for security.

InQuiereo is a product of NTR
Net Transmit & Receive, SL CIF. B62173737

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We adapt to your needs



For less than €1.20 per day, websites with a small number of visitors can contract an operator to attend to their customers. InQuiero allows you reduce the rate of abandonment and increase sales opportunities, Expansion is possible. Whenever you need it.



Websites with a large number of hits and queries have the necessary volume of operators. Combined with tools for increasing customer loyalty and satisfaction, leading to increased sales.



Software houses and Customer Services Centres can improve their support for applications. Instant Support Desk and Direct Support for Applications are essential tools for guaranteeing direct technical assistance to users.

Try InQuiero for 15 days

Take 10 minutes to integrate InQuiero in your website and take advantage of a 15-day trial period with no obligations. We will automatically and confidentially activate an administrator account and an operator/agent account for you in the Technical Support Plan, therefore you can set up your own testing environment.

<http://www.inquiero.com>

Plans and features

Per agent: 30 day's service

	Web Care	Web Care Pro	Technical Support	Technical Sup. Pro
Text chat	⊙	⊙	⊙	⊙
Voice over internet	⊙	⊙	⊙	⊙
Multimedia information push enabled	⊙	⊙	⊙	⊙
Pre-recorded FAQs	⊙	⊙	⊙	⊙
Send and receive files	⊙	⊙	⊙	⊙
Transfer calls among operators	⊙	⊙	⊙	⊙
Programmable ACD (call traffic organizer)	⊙	⊙	⊙	⊙
Complete graphic customization	⊙	⊙	⊙	⊙
Interactive signature in e-mail	⊙	⊙	⊙	⊙
Automatic call recording	⊙	⊙	⊙	⊙
Manage queries received in the absence of the operator	⊙	⊙	⊙	⊙
Management of groups of operators	⊙	⊙	⊙	⊙
Up to 5 simultaneous chats	⊙	⊙	⊙	⊙
Selectable operators console	⊙	⊙	⊙	⊙
Data export	⊙	⊙	⊙	⊙
Pre conversation surveys		⊙	⊙	⊙
Post conversation surveys		⊙	⊙	⊙
Advanced data export		⊙	⊙	⊙
CoSurfing (joint browsing between visitor and operator)		⊙	⊙	⊙
The operator can launch a conversation with the visitor		⊙	⊙	⊙
Real time site visit monitoring		⊙	⊙	⊙
Instant Support Desk (Remote Control)			⊙	⊙
ISD with directory synchronisation				⊙
ISD with 256 colors				⊙
ISD Service for WNT, W2K, WXP (Inquiero 4.1)				⊙
Direct Support for Applications				⊙
	Web Care 35,00 €			
	Web Care Pro 50,00 €			
	Technical Support 75,00 €			
	Technical Support Pro 99,00 €			

Minimum contract period: 90 days. Consult special offers at <http://www.inquiero.com> These prices do not include corresponding taxes in accordance with current legislation in each country.