

**24/7 Support**

**Be Bold**  
**Be Unique**  
**Be Different**



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"No need to Bluff with CheekyZ on your side"

## ► Who We Are...

CheekyZ's is a service provider of integrated **LIVE CHAT (LC)** and **Live Response E-mail (LRE)** (with lead capture and knowledge base solutions) that enable businesses to increase sales and improve online customer service. The Vancouver-based company (with over 25+ years of support/marketing experience) was created to provide the world's most reliable, capable and trusted web-based customer support solution.

CheekyZ's support solutions are designed to easily (and seamlessly) integrate with existing e-commerce and CRM systems to assist in developing valuable relationships between companies and their customers.

In short, we are the best at handling ONLINE customer support through LC or LRE, Twenty Four (24) hours a

day, Seven (7) days a week. Whenever your customers need support, we are there!

Our e-mail gateway is an all-in-one solution. Our product takes all of the most important aspects of customer support and bundles it into a single platform designed at reducing costs and increasing support.

An effective helpdesk solution needs to be complete and efficient. CheekyZ's bundles all essential systems including features for tickets, tracking, teamwork and knowledgebase development. Our support team works productively using best in class workflow to save you time and money. Customer satisfaction will peak when you can solve problems in record time for a fraction of the costs.

## ► Customer Satisfaction...

Our user interface is seamless and intuitive. The key to being successful is to be predictable. There is zero learning curve for your customers as we are an extension of your platform, allowing your customers to receive the professional support they deserve, utilizing our online Contact Center via **LIVE CHAT (LC)** and **LIVE RESPONSE E-MAIL (LRE)**. Everything is streamlined!

Through our team (and yours), we have advanced features to help manage all of your customers who enter through our channel. We develop user groups to handle permissions, create knowledge-bases (for better learning), merge groups from similar organizations, create rules to automatically organize incoming requests and much more.

With new customers or existing customers, we can handle them by making things simple and remove registration (such as e-mail verification) or tighten things up and force player verification through e-mail or other options to ensure player details.



## ► Results Oriented...

Our commitment to details and back end reporting, puts the pulse of your customers at your finger tips! Likes, dislikes, needs, concerns etc., our reporting gives you the state of the nation at anytime enabling you to have the power to make crucial decisions (whenever needed) based on current and accurate details.

Whether you require numbers/data or complete visual reports (graphed), our reporting gives an accurate and easy to read/view snapshot of your customers.

Our monitoring/management will keep an eye on processes, support and online systems/features to make sure you are on top of any issues that may arise, at anytime (24/7).

### ▶ What Our Customers Say...



#### ▶ ESPN Poker Club

CheekyZ goes above and beyond to provide an excellent customer service experience. Besides a prompt and courteous support team, they also provide research and insight into what customers are looking to get out of the site. Through these original innovations, CheekyZ creates a situation where you can truly rely on a team to handle all your concerns and know that if anything goes wrong, they are prepared to handle it in a professional manner and escalate the situation when necessary. The team is always reliable and can handle whatever is thrown their way.



#### ▶ PurePlay.com

We have put our trust in CheekyZ in providing exceptional customer service to our customer base. By developing a knowledgeable and efficient team to handle all of our customer support issues (24 hours a day, 7 days a week), our customers receive expedited and effective service with Live Chat and Live Response E-mail supplied by CheekyZ Solutions. With a team of committed and knowledgeable staff, we are always assured that our customers get the support, solutions and immediate response that they expect, demand and deserve, each and every day!



#### ▶ TwoBabes.com

CheekyZ has been a vital part in getting our 'TwoBabes and a Lucky Dog' portal into the early stages of launch! By developing a plan based on detailed customer research and player experiences, they are here to guide us into our next phase. By developing a Message Board portal for all online players to voice their opinion and have a forum to learn and listen, CheekyZ will be our ongoing support team for our Message Board moderating once launched.

### ▶ To Sum It Up, CheekyZ Provides...

- **Reduced Costs & Increased Support** An all-in-one solution, our e-mail gateway efficiently takes all of the most important aspects of customer support and bundles it into a single platform.
- **Professional Customer Support** Our Contact Center is available 24/7 via LIVE CHAT (LC) and LIVE RESPONSE E-MAIL (LRE) to help solve any customer issues.
- **Knowledge of Your Customer** With a comprehensive back end reporting system you will easily know your customer's likes, dislikes, needs and concerns to help grow your business.

Contact us TODAY! We would love to chat with you about how CheekyZ can give you piece of mind while your business thrives!





*"Let CheekyZ shed light on your customers"*

**Why be Fixed Limit? When you can be 'No Limit'!**

