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## Audi service manual online

Your customers can make or break your company, so it's important to invest in your customer support strategy. A happy customer has the power to refer several other prospects to your company, build trust by talking about their positive experience. On the other hand, a frustrated customer can deter others from buying from your business. Create a customer support manual document so that your employees know how to communicate with your customers and create a loyal consumer base. Run your customer service manual doc by declaring your company's vision, mission and core values. It's important to start your guide with this overarching information because it helps anchor your customer support strategy and give your employees context on why certain policies exist. Your company's vision is the big idea of why you're here in the first place, while your mission is the more tactical approach to how you'll achieve your vision. The core values of your organization represent the basic tenants of how you want each member of your company to act. Core values may include: Integrity Empathy Dedication Perseverance Fairness Ensures that your vision, mission and core values are customer-focused, as your customers are the ones your business is targeted at. In the next section of your manual doc, describe your target audience in detail. It is imperative that your employees understand who you cater to and what their needs are. Include demographic information from your target markets such as their age, gender, occupation and income, in addition to behavioral traits such as interest in environmental sustainability or outdoor sports. Describes the main issues your customers are experiencing and how your business can help them. This gives your employees background on the frustrations of your customers. For example, if your customers are having problems finding clothes in their size, you can conclude that they're shopping to be a stressless experience. This gives your customer service representatives the insight to help your customers feel more at ease when browsing your store. Your customers can have a variety of needs, which include: Product Functionality Affordable Price Easy User Experience Functional Design Business Reliability Series Options Outline for your employees the top three to five needs your customers have when interacting with your business. Explain to them what's most important to your customers since it will enable your employees to better provide for it. For example, if your customers appreciate a low price across all other needs, your employees will know to promote or recommend lower-priced products to encourage sales. Specify what the scope of customer support is with your organization. Nowadays, customer support can cover a variety of tasks and across different types so it's critical to outline what you mean when talking about customer service. Customer support with your organization may include: Phone calls Emails In person visiting Social media Online chat There are plenty of ways for your customers to talk to your employees. Describes what kind of service you expect for each avenue. For example, do you expect your employees to respond to email queries within 48 hours or 24 hours? How quickly should an employee approach a in-store prospect? What kind of questions can an employee expect to appear on your social media accounts? This information is necessary for employees to know so they can meet your company's guidelines and the expectations of your customers. Your customer service instructions should describe the processes for specific policies. This will help your employees solve any issues yourself and take initiative when working through issues with customers. It also ensures a sense of consistency for your customers, who know what they can expect when communicating with your business. Policies to consider, including in your customer service manual include: Returns Exchanges Refunds Company credit gift cards Let payments Faulty Product or Service Warranties Discounts Include step-by-step instructions on how to run the process for each policy. Go into detail so your employees have all the critical information in one resource they can consult when they have a question. Include graphics or photos to help employees understand the process, where possible. Regardless of how much initiative your employees have or how self-sufficient they are, there may be a time when they need help. A customer service manual example must include a contact information list for whom the employees can contact for help on specific policies. For example, for questions about refunds and exchanges, they can talk to one of the customer support managers. For questions about warranties, they should contact the manufacturing manager. Also include links to additional resources that your employees can consult. For example, if you have more details about specific policies, link to it in your customer service manual. If your company recently took conflict resolution training, link to the training documents in your customer service manual. To have these resources at their fingertips empowers employees to access the information they need to excel at their work. Share your customer service document with all employees, regardless of whether they're on the customer support team. It helps to create a company-wide culture that focuses on customer service and tells every employee how valuable good customer service is to your organization. When a new employee joins your customer service team, give them time on their first day to sit and review the customer service manual doc in detail. Have an employee review each section of the document with them to ensure they are comfortable with the information and understand how to run your customer service policy. Implement the use of your customer service manual doc by reminding your employees of the valuable information it contains. If an employee asks you about a problem covered in the tutorial, they gently remind that they can review that information in their resource. After all, the tutorial is designed to ensure that your employees perform at their best, so it's critical to enforce manual usage wherever possible. Measure the success of your customer service manual dock by regularly asking your customers for feedback. You can do online surveys or ask key accounts about how they find the customer support. Make sure you take into account what your customers are saying and use it to improve your customer support policy. For instance, if you consistently hear from your customers that the waiting time on the phone is too long, you can revisit your phone conversation process with employees. You may need to hire additional phone operators or try a new phone system. Your frontline employees have valuable insights into how customers view your business. They are the ones who communicate with them every day. Ask them in your monthly meetings about how the customer service manual works out. Do they see any knowledge gaps? Are there any policies that work in theory, but not in practice? Whenever possible, try reviewing your tutorial based on this feedback to improve your customer support. In addition to making your customers happy, it shows your employees how important a role they play in your organization. Online fax services allow you to avoid the traditional fax machine and send faxes directly from your computer or smartphone. Common features include a monthly allowance of pages, document encryption, and compliance features. We evaluated multiple services and narrowed them down to the best six based on their ability to serve small businesses. Top 6 Online Fax Services for 2019 How our online fax services evaluated online fax services allows you to send and receive fax documents without the use of a traditional fax machine. These systems should provide users with enough pages each month to meet their needs with a layer of protection to ensure your documents don't get in the wrong hands. These solutions should also be easy enough to use for less tech-savvy workers and eliminate the need for bulky fax equipment that needs constant maintenance. Criteria we used to evaluate the best services include: Cost: Services should be affordable enough for small businesses to use. Usage tool: Fax systems must be intuitive enough for users of all Pages per month: We've looked at the monthly page allowance that each service offers. Overhead Charges: We Watched the per-page charge that each service charges if you exceed the monthly allowance. Fax numbers: We have examined the availability of local, toll-free and international numbers in each service. Mobile document scanning: Many leading online fax services allow users to scan documents with their smartphone camera via a mobile app. Security encryption: Fax documents must be encrypted so they are not seen by malicious actors while they are sent or received. HIPAA compliance: The Health Insurance Portability and Accountability Act (HIPAA) requires documents with individual health information to meet a certain level of security. Mobile apps: Mobile fax apps help business users send and receive important fax messages while away from the office. Based on the above criteria, we find that MetroFax is the best online fax service for most business users. It comes at an affordable price and it offers a generous amount of pages per month, even at the lowest level of service. It also comes with standard encryption and a mobile app. Keep reading to see how our online fax services have stepped up. Best Overall Online Fax Service for Small Businesses: MetroFax MetroFax is an online fax service that starts at \$7.99 per month and allows you to send and receive as many as 2,500 pages per month depending on the package you choose. The solution provides local and toll-free numbers as well as a mobile app that can be used for scanning documents. That's why we find that MetroFax is the best option for most common business users since it offers an ideal combination of price and features. MetroFax pricing MetroFax comes in three different packages. Prices range from \$7.99 for the Essential package and go up to \$35.95 per month for the Professional version. While plans come with monthly page limits, additional pages can be added at a rate of three cents per page. MetroFax pricing options include: Essential: \$7.99 per month for 500 pages Value: \$12.95 per month for 1,000 pages Professional: \$35.95 per month for 2,500 Overhead costs: 3 cents per page MetroFax Features MetroFax's features include local or toll-free phone number with each account. It also includes features such as number porting and document encryption. You can send and receive faxes by desktop or mobile app, or you can send faxes directly through your email client, like any other online fax product. MetroFax features include: Page Allowance in its Essentials package, MetroFax includes sending and receiving up to 500 pages. Businesses with higher fax volumes will want to consider the Value version, which supports 1,000 pages, or the Professional package, which offers 2,500 pages. The fact that the three-cent overhead charge is so low, combined the high page limit, making it one of the best values of its kind. Fax numbers When you sign up for a new MetroFax account, you have option to adopt either a local or toll-free phone number. The business phone number that's best for your team will depend on whether you want a business presence in your local area or something that makes you look like a nationwide company. However, MetroFax does not provide an international number such as MyFax. Security and compliance MetroFax allegedly encrypts every fax document sent by its servers. However, MetroFax does not comply with the Health Insurance Portability and Accountability Act (HIPAA), as opposed to RingCentral Fax. This means that MetroFax is best for organizations that are not involved in health care and will not send documents regarding medical information. Mobile App MetroFax provides users with a mobile app for iOS and Android devices. The app allows you to send and receive documents from your smart device, making it ideal for workers who are regularly away from the office. You can also take pictures of documents and send them as PDF files. However, the app isn't as intuitive as FaxBurner, designed specifically for mobile users and less confusing to use. What MetroFax lacks MetroFax offers a comprehensive online fax experience at an affordable price. With that said, it doesn't offer HIPAA compliance. Healthcare companies, insurers, or those who otherwise want to send medical documents would rather look at RingCentral Fax or Biscom 1-2-3. It also doesn't have international numbers, making it less suitable for companies doing business overseas, compared to MyFax. What users think about MetroFax Users find MetroFax to have all the core fax features they're looking for. However, there are several complaints about the solution's customer service operations, which are slow and unresponsive. Best Online Fax Service with Vanity Number: RingCentral Fax RingCentral Fax is an online fax service that can be used in conjunction with the company's voice-over internet protocol (VoIP) business phone service. The service, which starts at \$12.99 per month, offers toll-free as well as local fax numbers. It also provides a vanity number (such as 1-800-FLOWERS) so your fax number is easier to remember. RingCentral Fax is the best system for teams who want a personal, memorable number for their fax presence. RingCentral Fax Prices RingCentral Fax is available as a separate offer or bundled with the company's VoIP phone service in a personal plan. Prices range from \$12 for the Fax 750 package and go up to \$49.99 per month for the Fax 2500 plan. This is a moderately priced online fax solution. RingCentral Fax price options include: Fax 750: \$12.99 per month for 750 pages and 6 cents per additional page Fax 1500: \$17.99 per month for 1,500 pages and 5 cents per additional page Fax 2500: \$49.99 per month for 2,500 pages and 4 cents additional page RingCentral Fax features features Fax allows you to send and receive faxes either by email, a computer, or with the RingCentral mobile app. It can also connect data with Google Drive and other cloud services so you can save your files quickly and easily. RingCentral Fax features include: Page Allowance The most affordable version of RingCentral Fax allows you to send and receive up to 750 pages before additional fees. That's more than the entry-level version of MetroFax, but it comes at a higher price. However, the top-tier version of RingCentral has one of the most generous page allowances on the market at 2,500 pages. High-fax volumes organizations can find an ideal solution in the plans offered with this service. Fax numbers RingCentral fax provides you with the choice of a local, toll-free or vanity number. Making your fax number a vanity number (such as 1-800-CLEANing) helps make your number more memorable. No other system we've looked at offers vanity fax numbers, so RingCentral Fax is ideal for companies that want to make it easier for their customers to remember their fax number versus their competitors' fax numbers. Security and compliance RingCentral Fax provides encrypted faxing, so your documents will remain safe. The software is also HIPAA-compliant, so you can send and receive sensitive medical information without worrying about breaking the law. MetroFax and other solutions don't offer this compliance, making RingCentral a good fit for companies working in health care fields. Mobile app You can send and receive faxes through the RingCentral mobile app. This software, which is available on iOS and Android devices, boasts an intuitive user interface with a clean, modern look. Having said that, the app doesn't offer as many features or work as smoothly as FaxBurner, which is primarily designed with mobile use in mind. Still, RingCentral Fax should be able to meet the needs of users who want fax features on both desktop and mobile devices. What RingCentral Fax is missing While RingCentral Fax offers vanity numbers, it doesn't offer new customers a free international number. Companies with multinational operations might want to consider MyFax instead, which provides an international number with each new account. What users think about RingCentral Fax users report that RingCentral Fax is very easy to use, and customers appreciate that the product integrates with cloud storage services. However, some users complain that customer support may be unhelpful in the event of a problem. Best Online Fax Service for International Calling: MyFax MyFax, which starts at \$10 per month, is a provider of online fax software that can be used by email, web portal, or as a mobile app. In addition to features like a monthly page allowance and document encryption, MyFax provides you with the ability to use an international fax number. It makes it for companies that do business overseas and want a business presence to reflect this. MyFax pricing MyFax starts at \$10 per month for the Home Office user addition and goes up to \$40 per month for the Power User tier. If you exceed your attribution of pages, you are charged 10 cents per page. The fact that it offers so few pages per month makes a very expensive option. MyFax pricing options include: Home Office user: \$10.00 per month to send 100 pages and receive 200 pages of Small Business User: \$20.00 per month to send both 200 and To receive pages Power User: \$40.00 a month to both send and receive 400 pages of MyFax Features MyFax makes sending and receiving faxes a simple process whether you choose to do so by email or the company's mobile app. It has low monthly page allowances, but the fact that it offers an international number makes it very suitable for organizations with an overseas business presence. MyFax features include: Page Allowance In its most expensive version, MyFax only allows you to send and receive 400 pages per month before you're charged with an overhead fee. That puts it at a disadvantage compared to the 500 pages offered by MetroFax's entry-level plan or systems like RingCentral Fax that support up to 2,500 pages. Therefore, MyFax is best suited for businesses with relatively low monthly fax volumes. Fax numbers Most online fax services allow you to use either a local or toll-free number. However, what makes MyFax impressive is that you can also add fax numbers from dozens of countries. So if you have customers overseas, this will make your business look like it has a bigger footprint. As such, it's a good fit for multinational organizations. Security & Compliance Just like RingCentral Fax, MyFax provides both encryption on documents and compliance with HIPAA regulations. This means that organizations are free to use the service to disseminate medical information without worrying about breaking laws. Those who work in health care or related fields will appreciate this aspect of MyFax. Mobile app with the MyFax mobile app, you can use your iPhone, iPad, or Android device to send and receive faxes while you're undergoing. You can even take a picture of a document and attach it to outbound faxes. This about the functionality of competing services. However, the app's interface isn't as intuitive as FaxBurner's. What MyFax lacked MyFax would be easier to recommend for most business users if the price was lower and it allowed you to send and receive more pages a month. So if your team has a high monthly fax volume and doesn't need the same range of international fax numbers, you might want to consider MetroFax, which supports up to 2,500 pages for just \$35.95 per month. What Users About MyFax Companies with an Overseas Business Presence appreciate the fact that MyFax offers international Having said that, many users find the services too expensive for what it offers. They also say that customer support is missing. Best No-frills, Free Online Fax service: FaxZero Unlike other fax services we've looked at, you can use FaxZero completely for free. You can either send free faxes with limited functionality or spend \$1.99 per fax for more pages, which also removes FaxZero branding. While FaxZero is a simple solution, we recommend it for teams that just need to send occasional faxes that don't contain sensitive information even for the paid version. FaxZero Pricing FaxZero comes in two different versions. The Free Fax version doesn't cost any money, but only comes with basic features. The Almost Free Fax version costs per fax, supports more pages, and removes branding. This is by far one of the most affordable fax solutions available. FaxZero packages include: Free fax: Free, maximum of three pages per fax and five faxes per day, and messages are watermarked with FaxZero logo. Almost free fax: \$1.99 per fax, maximum of 25 pages per fax, and remove FaxZero branding. FaxZero Features As a Free Solution, FaxZero offers a limited feature set compared to its competitors. For example, it doesn't provide any mobile app, nor does it provide security for documents. Still, its basic features should be enough for companies that rarely have to send faxes. FaxZero features include: Page Allowance The free version of FaxZero supports just three pages per fax message and five faxes per day. Even the paid version, which charges a fee for each fax, limits you to 25 pages per fax, making it even more restrictive than MyFax. Still, 25 pages should be enough for most users and are perfect if you want to send files but don't need a full fax system. Fax numbers FaxZero does not offer you a fax number. Instead, you simply type in the fax number you're trying to reach, and messages are sent from the company fax number. This means that you can't receive faxes with the system either, unlike other services. Therefore, FaxZero only makes sense for companies that don't need to receive fax messages and only need to send out the occasional form or message to other parties. Security and compliance FaxZero provides no encryption or compliance. Unlike systems like MetroFax and MyFax, there are no measures to protect your faxes from getting into the wrong hands. As a result, FaxZero is best suited for teams who want to share nonessential information with outside parties. Mobile App You can go to faxzero.com on your phone's web browser and send faxes that way, but there's no FaxZero app for iOS or Android phones. This is a far cry from other systems like FaxBurner, which offers a full range of features on your smart device. Still, FaxZero is good desktop users who want to send messages for free. What FaxZero Missing FaxZero Missing Is Missing of the more powerful features of a full online fax service. There is no mobile app, no encryption, and no ability to adopt your own unique fax number. Those looking for a more traditional fax system should instead look at MetroFax, which starts at only \$7.95 per month and allows you to send up to 500 pages. What users think about FaxZero FaxZero users are able to overlook the service's limitations due to the fact that it can be used for free. Having said that, many are frustrated with the file size limits posted on messages and the fact that it doesn't offer companies their own fax number. Best Online Email Fax Service: Biscom 1-2-3 Biscom 1-2-3, which starts at \$7.99 per month, is a unique online fax service. Rather than relying on a web or mobile app for faxing, the system is designed to be used entirely within your email inbox. In addition to features like document encryption and a local phone number, Biscom is perhaps the most efficient online fax service for less tech-savvy users who want to send and receive messages entirely via email. Biscom 1-2-3 Price Biscom 1-2-3 is one of the more expensive online fax services on the market. Prices range from \$7.99 per month and go up to \$14.99 per month, but only allow as many as 300 pages to be shipped in a month. Additional page fees are 7 cents per page. Pricing options include: Individually: \$7.99 per month for 30 pages and 7 cents per page thereafter Small Group: \$14.99 per month for 300 pages 7 cents per page thereafter Biscom 1-2-3 Features Once you sign up for Biscom 1-2-3, you can send and receive messages from your emails. To send a fax, simply start a new email message and enter the recipient's information under the following format: [name], [from], [receiver] [recipient's-fax-number]@biscom123.com Likewise, any pages sent to your fax number will be directed to your email inbox. The fact that using Biscom 1-2-3 works just like sending an email makes it ideal for fewer tech-savvy employees. Biscom 1-2-3 features include: Page Allowance' top-tier version of Biscom 1-2-3 only supports up to 300 pages per month before you get hit with an overhead fee. Considering that MetroFax's value plan costs less and offers 1,000 pages per month, Biscom 1-2-3 looks like a poor value. Still, it's a good fit for those with lower fax volumes who want to manage their fax operations exclusively from their email client. Fax numbers Biscom 1-2-3 provide you with a local number when you sign in to the service. Unlike other solutions, it doesn't offer you a choice of local numbers. It also does not support toll-free, vanity or international numbers. Biscom 1-2-3 is best suited for organizations that are good at just a local fax presence and those who want to do all their business via email, and compliance files sent by Biscom Biscom are encrypted, so you can enjoy the peace of mind to know that your fax messages are safe. Like other fax services, it's ALSO HIPAA-compliant, so it's safe to send documents regarding sensitive health information. In fact, the company's website boasts that the service is being used by New England health care provider AthenaHealth. Those who want full security from their faxes will find a good fit in Biscom 1-2-3. Mobile App While Biscom 1-2-3 provides the best email fax functionality from any system we've looked at, you can also access your faxes via a mobile app for iOS and Android phones. However, the app is pretty basic and doesn't have the smooth modern look of solutions like Faxburner or RingCentral Fax. As for Biscom 1-2-3 missing It's unfortunate that Biscom 1-2-3 doesn't offer as many monthly pages as competitive services. Businesses with high fax volumes might want to look at MetroFax instead. Even in its entry-level version, MetroFax offers users 500 pages. What users think about Biscom 1-2-3 users like the fact that they don't have to fuss with a complicated web interface to send and receive faxes. They also appreciate the fact that multiple users can easily access one fax box. Along with that, there are several complaints about the high price of the solution and the fact that its mobile app is limited. Best Online Fax Service for Mobile Use: FaxBurner FaxBurner is an online fax service with a design focus on mobile fax. The company doesn't offer a desktop app, but it offers the best mobile fax app we've seen in a solution of this kind. Pricing for FaxBurner starts at \$9.97 per month, although a very limited free version is available to try out the product's features. The system is ideal for business users who want to send and receive faxes while undergoing them. FaxBurner Pricing FaxBurner offers a free version, but it's so limited that it effectively serves as a free trial. As such, we will focus on the paid versions. Paid versions offer a toll-free number and cost anywhere from \$9.97 to \$19.97 per month depending on the page volume. This makes FaxBurner an affordable priced version. Pricing options include: Professional: \$9.97 per month, 500 pages, permanent fax number Premier: \$19.97 per month, 2,000 pages, permanent fax number FaxBurner Features FaxBurner delivers a robust set of fax features in a smooth mobile experience. The company is generous with its page allowances and provides security for your fax documents. It lacks the fax number types of its competitors, but it's still a complete fax solution. FaxBurner features include: Page Allowance Compared to most other fax services, FaxBurner provides a solid value for the number of pages you get with each level. For example, \$ per month gives you 2,000 pages. That's just a little more expensive than the \$17.99 a month RingCentral charges for 1,500 1,500 make FaxBurner a good fit for those with the highest fax requirements. Fax numbers FaxBurner only provides you with a toll-free number. This is very different from most services, which at least offer the choice of a local or toll-free number with each new account. Still, a toll-free number can give your company a professional presence, and it's a good fit for organizations that want to look established and respectful to customers nationwide. Security and compliance FaxBurner encrypts his fax messages to keep malicious actors from seeing your sensitive information. And unlike MetroFax, the system is HIPAA compliant, so it can be used to exchange health records and other related date. Business users across all industries can enjoy peace of mind while using FaxBurner. Mobile App One of FaxBurner's biggest strengths is that it has the most attractive mobile interface from all the online fax services we've been looking at. Although the service can be set up to work with your emails, it's designed with mobile use in mind, since the layout is very easy to understand and use thanks to large icons and a modern set of fonts and colors. This makes the system ideal for employees who are regularly away from the office. What FaxBurner is missing FaxBurner's monthly page allowance has been eclipsed by MetroFax. Even MetroFax's most affordable option offers just as many pages for a few bucks less. Customers with high fax volumes might want to consider that service instead. What users think about FaxBurner Users laughing faxBurner's ability to send and receive faxes on a mobile device so easily. They also appreciate how generous the company is with page grants. However, some users wish there was a pay-as-you-go option for companies with lower fax volumes. Bottom Line The traditional landline fax machine has been replaced by smarter, cheaper online fax services. These systems make it easy to send and receive faxes from mobile and desktop devices. They also offer enough encryption and compliance features to make it just as secure as traditional faxes. We recommend MetroFax for most business users. The system is priced affordable and allows you to send a large number of faxes per month. The seller even offers a 30-day free trial so you can see all the software without committing. Click the link below to learn more. Visit MetroFax MetroFax