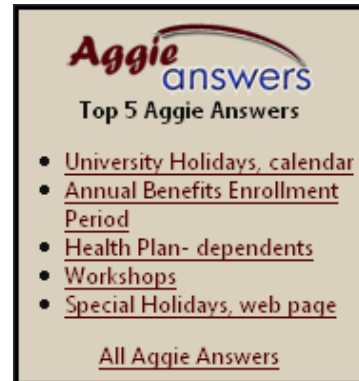


Aggie Answers on the Division of Finance Web Sites

In May 2009 the Division of Finance added Aggie Answers to many of our department web sites. This online customer management system features an interactive and dynamic frequently asked questions system that helps customers find answers to many of their questions on the spot.

You will see the top five answers are linked from each department's home page along with a link to the main Aggie Answers site.



Aggie Answers is now used by most departments within the Division of Finance. The primary purpose is to create a quality customer experience by proactively answering customers' questions in a timely manner.

The advantage of Aggie Answers over traditional frequently asked questions is that it:

1. Searches every word in the question and answer as a keyword
2. Ranks questions based on the most viewed or asked
3. Allows users to make suggestions on question improvements
4. Suggests other answers to users depending on the questions they ask



How can customers use it?

Aggie Answers is intended to be the first places customers can look for answers.

How can Division of Finance staff use it?

Aggie Answers should be used as a knowledge base to respond to customers' questions so answers are consistent and accurate.

Coming soon.

In the future other features such as live chat, feedback surveys and marketing tools are also available, which we are exploring.

Visit Aggie Answers via Division of Finance departmental links at <http://finance.tamu.edu>.

Aggie Answers is powered by RightNow Technologies, learn more at <http://www.rightnow.com>.