



## ONLINE REFERENCE/HELP DEVELOPMENT SOLUTIONS

***Improve your customer and employee satisfaction; save time and money***

Want to get the most out of your training dollars? Replace your hard-copy documentation with a well-designed online reference system (OLR) from TBD—and watch the bottom line soar.

With adult-learning principles as the backbone, we customize our TBD Online Reference System to meet your specifications. Our systems save hundreds of thousands of dollars by eliminating the ongoing licenses charged by other OLR software companies. We build the system to your specifications, teach you how to update it and consult with your OLR maintenance team as necessary. Then you own the system and can make changes as required.

You save additional dollars by eliminating the cost of printing and distributing hardcopy documentation. All information is housed in a single source, allowing you to provide real-time updates to your employees. This ensures that the information employees need is always accurate and current.



### People, Process, Technology & Training Reinforcement

TBD's custom systems offer you increased search capability, real-time availability, audio, video and animation possibilities. We design help systems that get your users to the information they need in three clicks or less, improving customer and employee satisfaction and saving time and money. In a call center environment, you'll also see improvement in first-call resolution and call time because customers receive the correct answer with just one call.

Allow us to customize our TBD Online Reference System for your organization and watch it yield significant efficiencies in document navigation, information searching, document maintenance, quality assurance and accessibility.

### Solutions...Not Just Strategies!

Having critical information immediately at their fingertips empowers your employees with the confidence to provide your customers with the most accurate and up-to-date information.

**What does this mean to your company?** Satisfied, repeat customers because they get best-in-class customer service the first time and every time. Satisfied employees because they have the tools necessary to provide quality customer service.

Let us show you how a well-planned system that involves your employees in the design can make all the difference for your employees and your customers!

**CONTACT US**  
**602-263-1961**

[www.tbdconsulting.com](http://www.tbdconsulting.com)

**READ OUR PEOPLE PROCESS TECHNOLOGY BLOG**

<http://tbd-consulting.typepad.com/blog/>