



Flarium Ltd.

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Flarium Ltd. Introduces New Improved Customer Support and Help Center

” *Flarium Ltd. announces introduction of new simplified logging system and improved help and support center for its customers and website visitors. Now we bring our customers the ability to log in to both website and support system simultaneously, keep and view all messaging history in user account.*

Beginning the new year, Flarium introduces new quick logging to its website and support system. Now customers don't need to go through two different registration processes on our company website <http://flarium.com> and in the support system at <http://flarium.com/support>. After registration on the website, a customer automatically gets an account at flarium.com and logging info to enter both website and support system.

New improved help and support system makes it much easier to contact support team, learn what status your request has, get quick and qualified help and keep all messaging history in your account. New logging system allows customer to contact his or her personal support manager online and enable our support team to save the information about user's every request. Full support messaging history is also available in your account. The system of personal support is much more effective and quicker because each customer contact only one 'personal' support manager who tracks the problem from the very beginning and thus can give the most competent and helpful advice.

Also, we're constantly expanding our knowledge base to let customers quickly find answers for the most common questions. Our new help system has auto-search option that means user gets variants of answers from the knowledge base immediately when he or she is typing the question into the request form of support system. If user can't find exactly what he is looking for, he can send a request to specific support department for quick and qualified help.

This change is the first of many changes and improvements we're planning to introduce to our customer area this year. The next improvement which is already in development is automatic creation of user account at <http://flarium.com> after purchasing our software. All purchasing, billing and messaging history will be stored in this account for further reference. User will need to remember logging

information only – all other data about orders, registration keys for purchased products, etc. will be safely kept in our database and easily accessible for user at any time. We're working for our customers to make their experience of using our software as simple and pleasant as possible.

About Flarium

Flarium Ltd. is an international company, which has several businesses in sphere of information technologies. Flarium Ltd. is mainly aimed at localization, outsourcing and software development, but it's a dynamically developing company which permanently extends its activities. For more information about us and our products, please visit <http://flarium.com>.

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