Subject: , It's all about the customer.

Hello <name>:

At the end of the day, it's all about the customer. That's why **Layton Technology** designed **HelpBox™** to do what you want for your customers, when you want ... right out of the box.

After installing HelpBox, you'll experience firsthand how easily all your incoming service and support requests are managed. Best of all, when you are ready to install the full version of **HelpBox™** you'll receive a number of standard options that are usually associated with very expensive Help Desk solutions. But, with **HelpBox** you'll never deal with any complicated pricing structures or extra costs for additional modules.

HelpBox features include:

- Intuitive Drag and Drop Screen Designer (unlike any other solution on the market!)
- 100% User Defined Reporting (any reports you need - when you need them).
- Unlike most Help Desk solutions, **HelpBox** is highly configurable and fully scalable.
- **HelpBox** requires no extra modules - all enhanced features are included!

If at any time during the next 30 days, you have any questions, please feel free to contact our support team at support@laytontechnology.com or at 1.813.319.1395. You can also obtain additional support material through our FAQ Forums and the General Support Page.

Thank you again for your interest in **HelpBox** - we look forward to helping you improve your customer support.

Sincerely,
Layton Technology, Inc.

HelpBox™ - One box. One solution.

Autoresponder # 2 - (5 days after signup)

Subject: , Are You Making Every Second Count?

Hello again <name>:

It's simple. When it comes to providing support for your customers, literally every second counts.

With this in mind, **HelpBox** assigns new support requests according to priority, problem type, and technical skill level - helping you resolve problems better and faster. Unlike a majority of Help Desk solutions, **HelpBox** uses an extremely intuitive drag-and-drop technology - allowing you to quickly customize the solution to meet your exact needs. So whether you require a simple call logging system or a more sophisticated Help Desk with Service Level Agreements, Escalation Processes, and Email Alerts - **HelpBox** provides the answer.

Remember, if you have any questions about HelpBox customization or your trial installation, you can always contact our support team at support@laytontechnology.com or 1.813.319.1395. Additional support material is also available online through our [FAQ Forums](#) and the [General Support Page](#).

Thank you again for your interest in **HelpBox** - we look forward to helping you improve your customer support.

Sincerely,

Layton Technology, Inc.

HelpBox™ - One box. One solution.

Autoresponder # 3 - (7-10 days after signup)

Subject: , HelpBox ends the "Module Madness!"

Hi <name>:

If you are testing help desk solutions then you've no doubt experienced the headache of weighing which features you need today vs. the ones you think you "may" need tomorrow, next month or next year. Unlike a majority of Help Desk solutions, **HelpBox** eliminates wasted time acquainting yourself with endless documentation and hours of module/ plug-in configurations.

Our intuitive drag-and-drop technology allows you to quickly customize HelpBox to meet your exact needs. Finally, deliver truly powerful customer service without any additional add-ons, plug-ins or modules—all with one simple, highly configurable solution.

HelpBox does what you want, when you want ... right out of the box!

If you still have any questions with **HelpBox** customization or your trial installation please feel free to contact our support team anytime at support@laytontechnology.com or at

1.813.319.1395. You can also obtain additional support material online through our [FAQ Forums](#) and the [General Support Page](#).

Thank you again for your interest in **HelpBox** - we look forward to helping you improve your customer support.

Sincerely,
Layton Technology, Inc.

HelpBox™ - One box. One solution.

Autoresponder # 4 - (15-17 days after signup)

Subject: , improve internal communication and workflow.

Hello again <name>:

Hopefully you've had the chance to install **HelpBox** and are finding the solution extremely easy to configure and use. However, if you still have any questions with **HelpBox** or your trial installation please feel free to contact our support team at support@laytontechnology.com or at 1.813.319.1395. We've also made additional support material available online through our [FAQ Forums](#) and the [General Support Page](#).

Not only will **HelpBox** completely manage all your incoming service and support requests but it will also greatly improve internal communication and workflow. And since **HelpBox™** is completely web-based, it can be easily accessed from anywhere in the world - at anytime (no client installation required!)

Remember, the full version of HelpBox includes online and telephone support PLUS free updates and upgrades for up to 60 days. No other Help Desk solution offers so much for so little! **HelpBox** surpasses the features and benefits of products costing thousands of dollars more.

Thank you again for your interest in **HelpBox** - we look forward to helping you improve your customer support.

Sincerely,
Layton Technology, Inc.

HelpBox™ - One box. One solution.

Autoresponder # 5 - (24-26 days after signup)

Subject: , HelpBox offers so much, for so little!

Hello <name>:

Hopefully, you've had the chance during the past 30 days to test **HelpBox** and have found the solution extremely easy to configure and use. However, if you still have questions about **HelpBox** or need any help with your trial installation there is still time to contact our support team at support@laytontechnology.com or at 1.813.319.1395.

HelpBox™ is the first help desk software of it's kind - surpassing the features and benefits of products costing thousands of dollars more - including;

- Highly configurable - backgrounds, views and forms can all easily be modified to suit your corporate look and feel
- Searchable solution knowledge base for troubleshooting
- End user access to log and progress calls with self service ability
- Full E-Mail integration between all system users (internal and external) on all requests, alerts, assignments and escalations
- Multiple request forms for different departmental uses (such as Help Desk, HR, Billing, etc.)
- Intuitive easy-to-use interface with multi-user web-access
- Full SLA (Service Level Agreement) support
- Customizable assignments of requests to technicians based on skill set and work load
- Active directory / LDAP integration
- Auto templates with solutions for notes and communication
- Complete action and task scheduling
- Notification banner and white board announcements
- 100% customizable screens (forms), fields and reports
- File attachments to requests (such as screen shots)
- Easy-to-customize escalation process using color coding and auto assignment
- Comprehensive statistical and user-defined reporting (including history from any field)
- Fully scaleable (Access or SQL Server databases)

And, remember the full version of **HelpBox** includes online and telephone support PLUS free updates and upgrades for up to 60 days. No other Help Desk solution offers so much, for so little!

Thank you again for your interest in **HelpBox**.

Sincerely,

Layton Technology, Inc.

HelpBox™ - One box. One solution.