

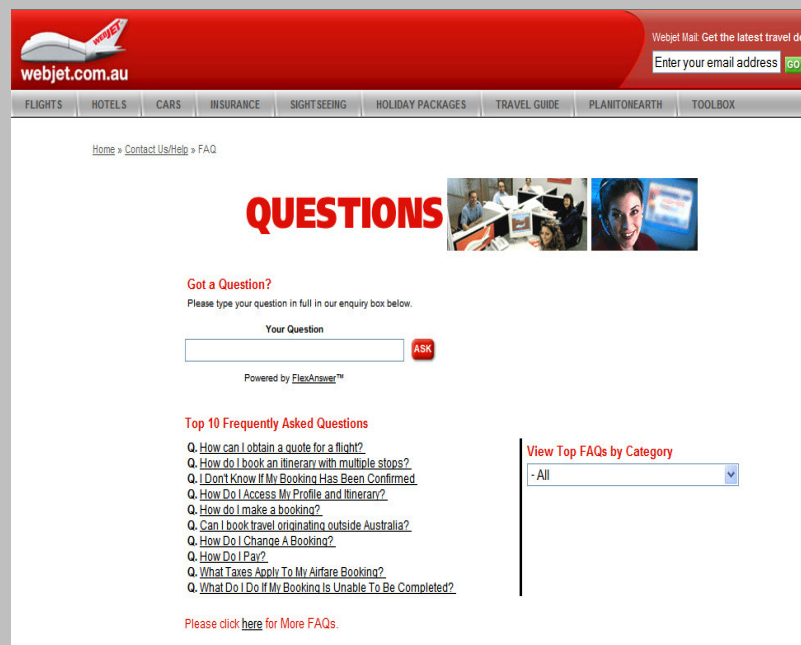
## Webjet

**Background** Australia's multi award winning online travel service, with customer bookings equivalent to 9 jumbo jets a day and increasing.

**Approach** aQtual assists Webjet to reduce their Customer Service Centre costs without compromising their service standards.

### Benefits

- aQtual provides real-time immediate on screen response to the most commonly sought out questions and answers.
- Optimises the delivery of customer interaction in an on the spot automated fashion saving their customers having to pick up the phone and Webjet from hiring additional staff to cope with the volume.
- Maximises efficiency internally within their Customer Service Centre.



- The ability to put aQtual's question box on every page of their website assists Webjet's customers to ask a question without exiting their current booking transaction. This has decreased the rate of page abandonment, increased completed orders and improved customers' satisfaction.

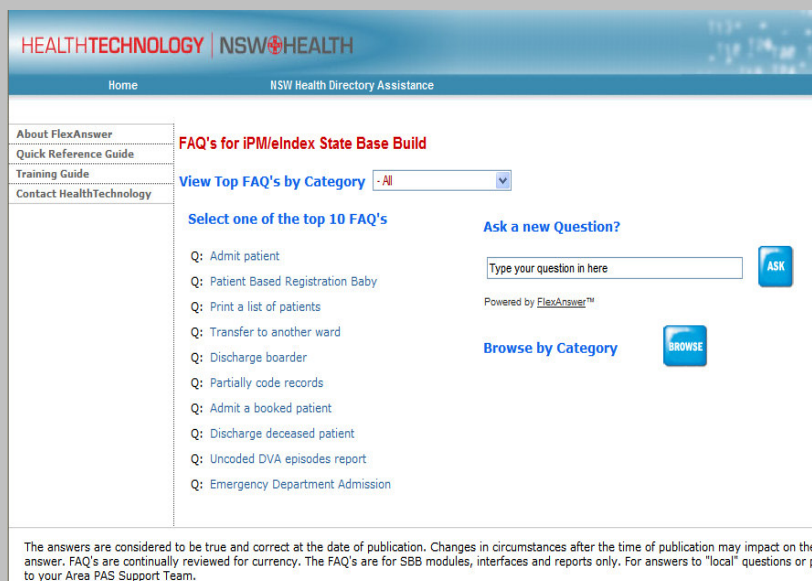
## Health Technology - NSW Health

**Background** As part of the New South Wales Government's policy of restructuring the state's health services, NSW Health needed to streamline their internal support for the rollout of the new Patient Administration System (PAS).

**Approach** aQtual provided the needed innovative solution as a statewide educational tool to support thousands of nurses and administrative staff in using the new PAS.

### Benefits

- Centrally managed knowledgebase and shared support services enable NSW Health to reduce their support costs.
- aQtual's auto-updated Top FAQs feature allows all the most frequently encountered PAS issues to be published real-time on NSW Health's internal employee web portal.
- Each Area Health Service is able to get consistent answers without picking up the phone and calling the helpdesk saving time and increase efficiency for each employee.



The answers are considered to be true and correct at the date of publication. Changes in circumstances after the time of publication may impact on the answer. FAQ's are continually reviewed for currency. The FAQ's are for SBB modules, interfaces and reports only. For answers to "local" questions or p to your Area PAS Support Team.