

Q&A

Expert answers – at the point they need it the most

Ask a question
Get an answer from a product expert

Enter your question here...

Add a photo

Steve

Steve@email.com

Send

Steve's question?

Expert's answer

Get your expert team members in front of your customers with Q&A

Consumers are doing exponentially more pre-purchase research. Be there at the right stage in their journey with the information they need to make their high-consideration purchase.

Q&A lets you get your best team members up front.

- ✓ Respond to pre- and post-sale questions
- ✓ Create ever-green answers for all customers to access
- ✓ Gain insights into what your customers are looking for
- ✓ Update your product descriptions based on insights from questions submitted
- ✓ Inject your marketing with new ideas based on common questions
- ✓ Reduce returns by helping customers know what they're buying is right for them

It's the tool you need to help your customers have the confidence to buy, and to position you as an expert in a competitive market.



Whether they're buying a computer, a bike, or a once-in-a-lifetime holiday, get your most experienced team members out front to support your customers.

- ✓ Display questions and answers next to your products
- ✓ Improve SEO with long-tail keywords
- ✓ Invite photo comments to illustrate questions
- ✓ Moderate comments for suitability

How it works

Curate an online area to answer your customers' most pertinent questions, right next to your products.

One

You choose your expert team from your top-performing, most knowledgeable, passionate people.

Two

We set up Q&A as a feature on your website, which allows customers to drop their questions next to the product they're considering.

Three

Your friendly team of experts receive the questions and provide in-depth, valuable answers.

Four

Your answers are shared with customers and displayed on your website next to the product. So, even your future customers can feel supported in their purchasing decisions.

Support your customers with their research

58%

of consumers claim to do more pre-buying research now than they have in previous years

Online shopping accounted for

37.8%

of total retail sales in 2022

83%

of consumers spend more money after a positive experience



Contact us

Contact one of our dedicated team to find out more

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