



Keeping the user in perspective, what care is to be taken while developing contact us page of a website?



Enter Y / N after checking the content under description

Description	(Y/N)
<b>Users &amp; tasks</b>	
Get product support help	
Look for technical or sales information	
Make a complaint	
Make a suggestion	
Ask a question	
Find your phone or fax number	
Find an email address for a specific department	
Find an office address	
<b>Best practices</b>	
Providing ready Access of contact us (Accessible from all areas of site)	
Providing a phone number	
Providing multiple contact methods (Phone number, fax, email, live support)	
Providing multiple contact points (Provide contact email address of each department)	
Listing physical locations and working hours (Office address)	
Create email templates to help manage some of the more common type of inquiries quickly and efficiently	
Avoiding advertisements (Focus on providing contact information only)	
Providing a feedback form (To know about site, products or services)	
<b>Pitfalls</b>	
Contact information is not easy to find	
Phone numbers are not provided	



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The form asks for too much information	
No response is provided, or the response is not provided in a reasonable timeframe	