Why We Use RetailEdge Every Day

Blog · https://retailedge.com/docs/why-retailedges-offices-use-retailedge-every-day

We strive to give you the best customer support possible when you call in to our Technical Support lines. In order to do that, our Technical Support Agents need to know the RetailEdge software like the back of their hands.

Our Technical Support Agents are more than just U.S.-Based employees helping you on the other end of a phone line- they are on the front lines of innovation as they directly develop our software's upgrades and features that YOU, our customers, recommend to them in your everyday conversations.

If you have a question but don't want to call into Tech Support, our Sales Department strongly advising you to visit our Forums: A community of sorts, where users can ask questions about the program and be answered by either us or other RetailEdge users who want to share what they know. If you have a question, chances are someone else has already asked the same question in the forums.

Our Sales Department also uses RetailEdge every day as well for tracking our sales, keeping inventory and customer data just like any other retail store.

Some of our competitors barely have a phone number to call if you have a problem. Between our Technical Support Agents helping to develop the software directly and the Sales department using RetailEdge every day as if we are our own retail business, we believe this gives us a key advantage over some of our bigger competitors. How many other Point of Sale companies can say that?