synthetix

Knowledge: For Your Team

Knowledge For Your Team

Reduction in Support Costs — 25%

Enhanced CX

Decrease in Average Call Handling Times — 25%

Increase in Customer Satisfaction — 12%

Improved FCR

Agent Empowerment
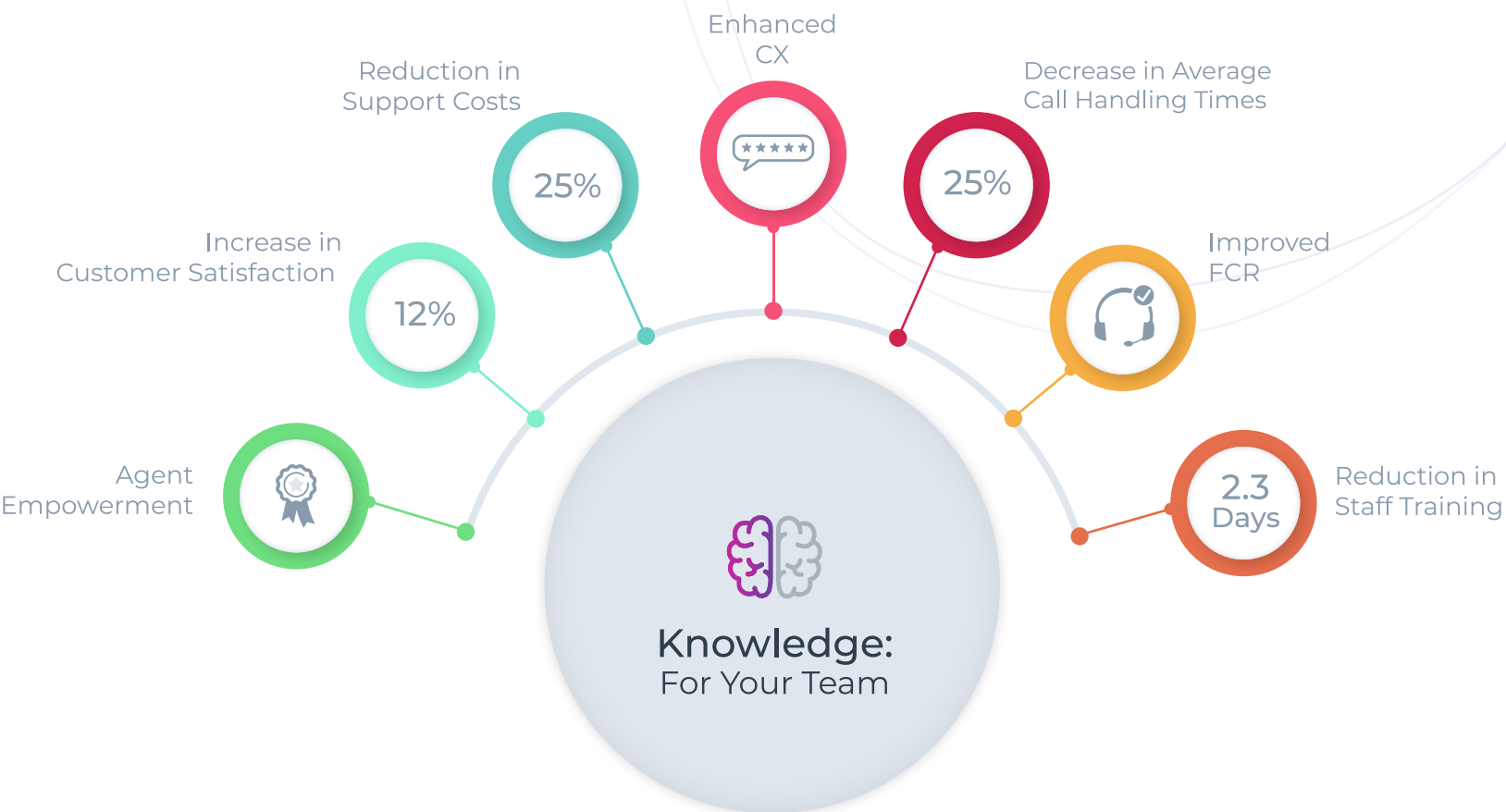
2.3 Days — **Reduction in Staff Training**

Knowledge: For Your Team

Significant Increase in First Contact Resolution (FCR) Rates

• With integrated knowledge, information is readily available for agents right at their desks, accessible through their chat console.

• Without having to switch between windows and resources, the chance of finding critical information that enables the user to complete the query is significantly increased.

Retention of Knowledge

• Internal Knowledge workflows proactively encourage your users to contribute to the growth of the knowledge base.

• As a powerful asset, your knowledge base ensures knowledge is retained and that when an individual leaves your organisation, their knowledge does not leave with them.

Considerable Reduction in Contact Handling Time

• Equipped with intuitive features and information readily available, users process queries introduced through any channel at a much faster rate.

• Internal Knowledge helps to significantly decrease contact handling and wrap-up time for processing queries.

Agent A 421
Synthetix Client Agent

Agent B 366
Non Synthetix Client Agent

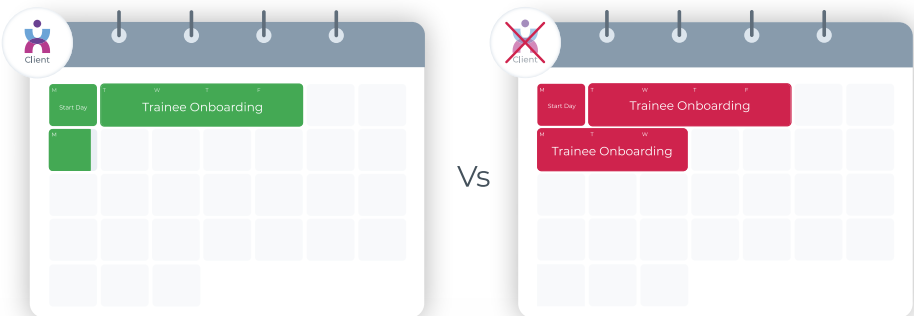## Consistent and Relevant Information Delivery For CSAT
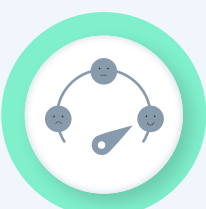
• Internal Knowledge is your single source of knowledge and information, powering all customer service tools.

• This ensures that the information shared with customers is always consistent and accurate, regardless of the channel it is delivered through.

• Updates to articles are made in real-time to avoid confusion and promote CSAT.

Reduce Training Times by 2.3 Days on Average

• Internal Knowledge ensures that new users don't have to know an answer to a query or process in your contact centre, only to know how to find that information.

• A training tool in itself, it removes downtime and the need for costly training programmes.

• Paired with decision tree technology, new members have the same level of proficiency as your most seasoned employees.

Trainee Onboarding

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Trainee Onboarding
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Solve your CX Puzzle

Knowledge For Your Team

Knowledge For Your Customers

Chat

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