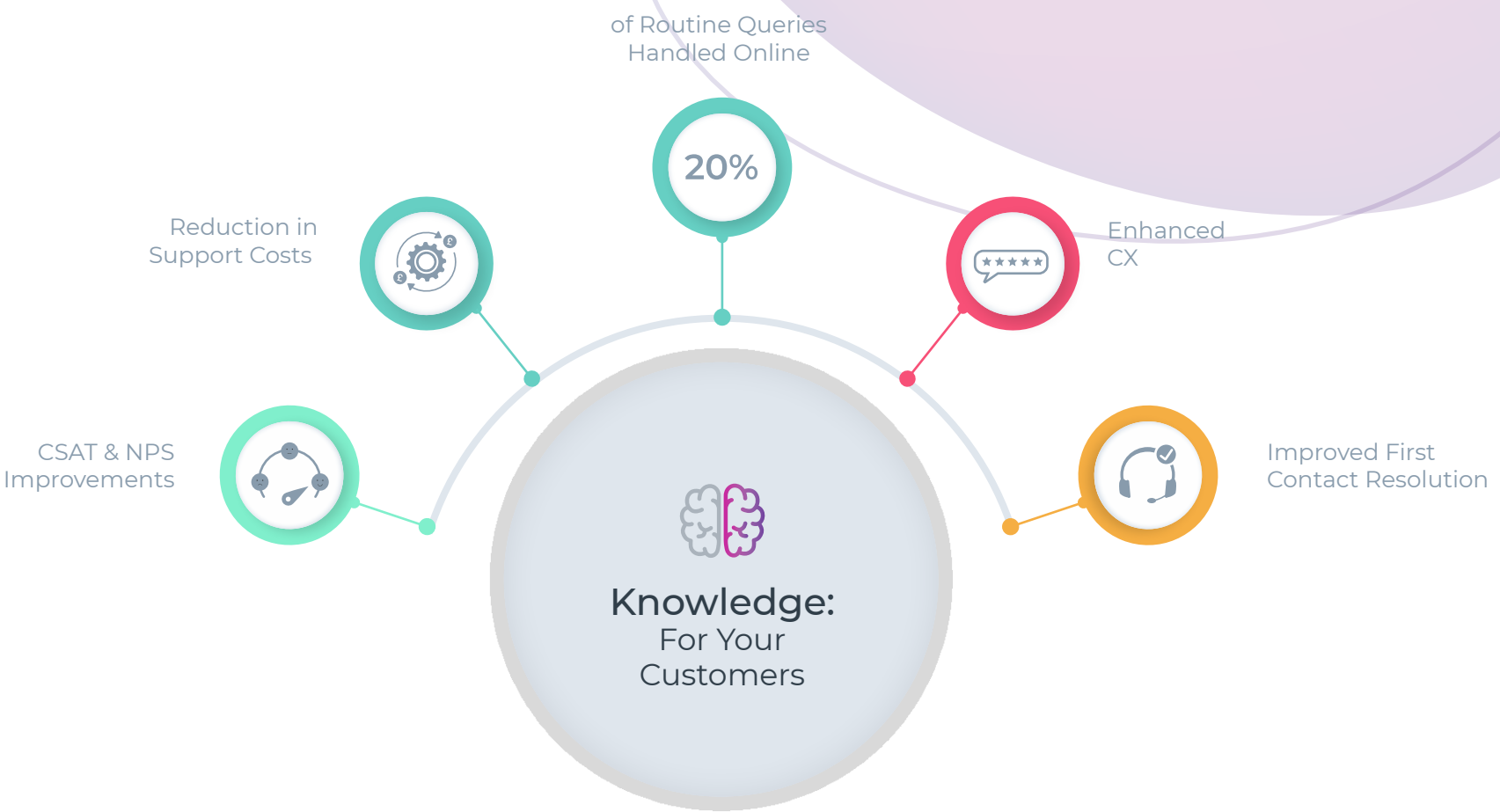


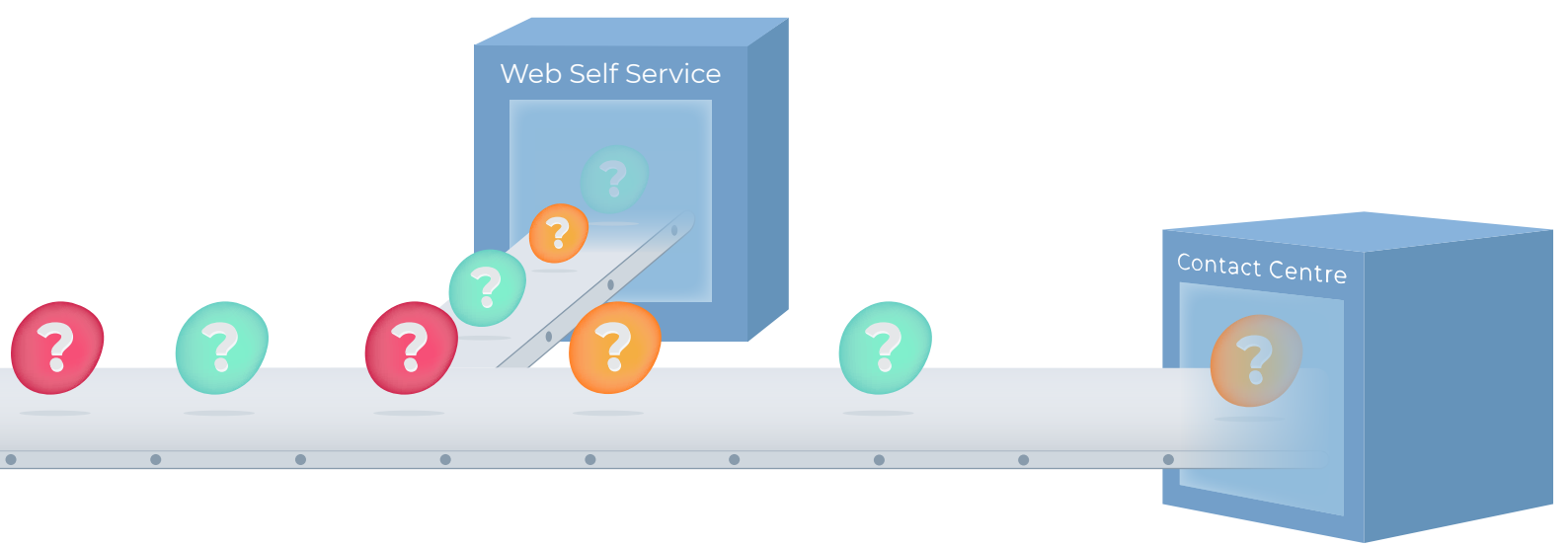
Knowledge: For Your Customers



Reduce Contact and Cut Operational Costs

- With the capability to deal with your customers' routine queries, Web Self-Service reduces unnecessary contact via telephone calls and emails, allowing agents to deal with more complex queries.
- This reduces staffing and operational overheads as well as cost-to-serve.
- With the capacity to deal with more complex issues, agent satisfaction is also enhanced.

20% of Routine Queries Handled Online



Significant Increase to CSAT Through Integration and Escalation

- Integration with your centralised knowledge base ensures that customers are served the best results, instantly.
- Customers prefer to do it themselves; self-service is favoured over unnecessary waiting in line to speak to an agent.
- For enquiries that are non-routine, escalation to agent-assisted channels is available, providing the customer with a smooth journey always.

Solve your CX Puzzle

