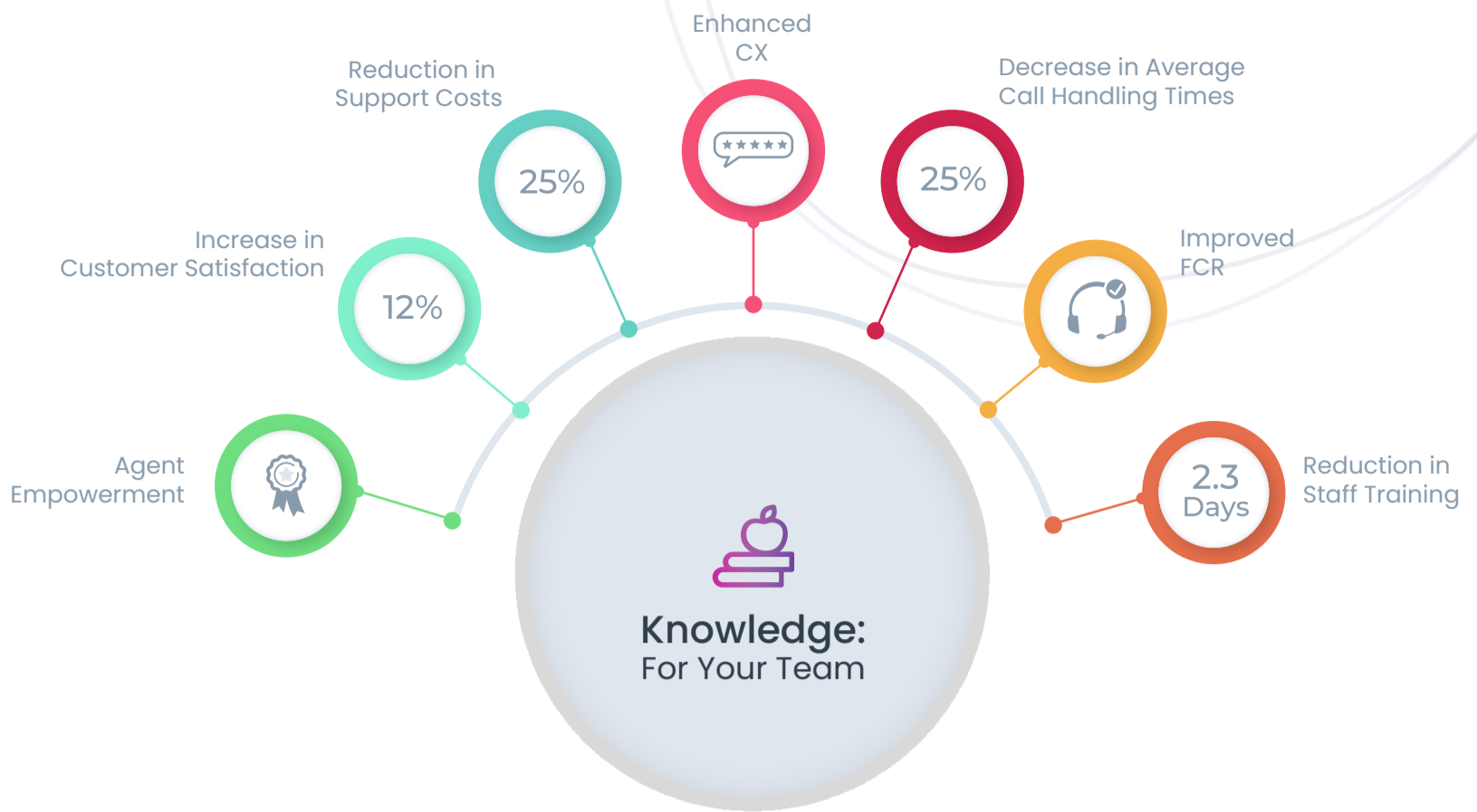




Knowledge: For Your Team



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

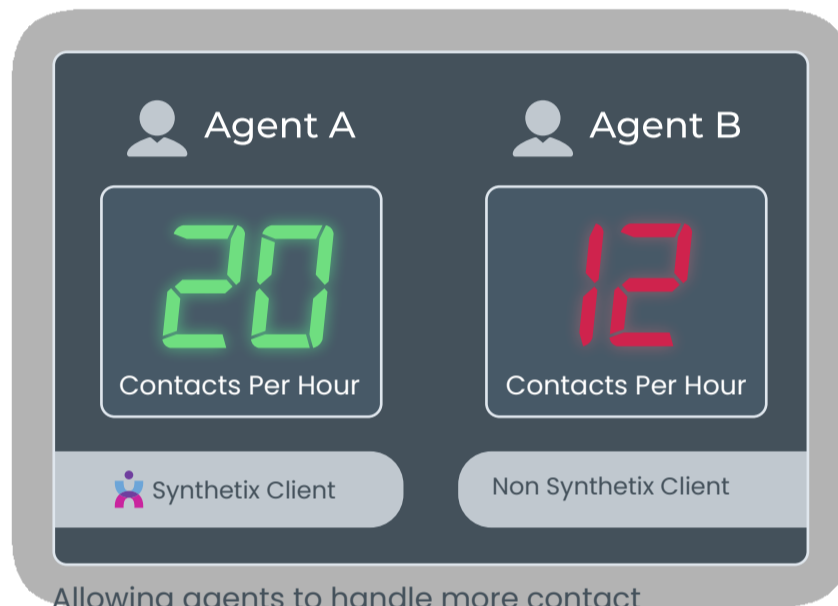


- Internal Knowledge workflows proactively encourage your users to contribute to the growth of the knowledge base.
- As a powerful asset, your knowledge base ensures knowledge is retained and that when an individual leaves your organisation, their knowledge does not leave with them.

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.



Consistent and Relevant Information Delivery For CSAT

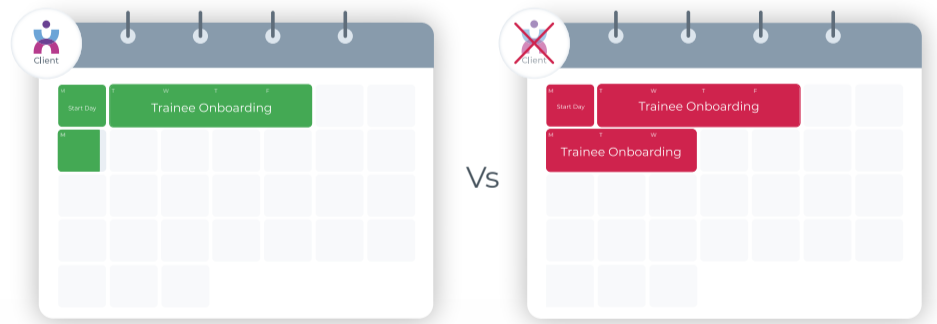


- Internal Knowledge is your single source of knowledge and information, powering all customer service tools.
- This ensures that the information shared with customers is always consistent and accurate, regardless of the channel it is delivered through.
- Updates to articles are made in real-time to 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.



Solve your CX Puzzle

