easyVISTA™

ev Self Help

Reduce Customer and Employee Call Volume – Decrease the number of calls by up to 30% with guided answers to the most common questions, issues, or service requests.

Accelerate Onboarding and Training Time – Shorten employee training by up to 50% with guided learning on new processes and job roles.

Improve Productivity and Key Customer Service Metrics – Improve First Contact Resolution (FCR), Average Handle Time (AHT) and Quality of Service (QoS) by providing step-by-step instructions for complex processes.

Increase your Quality of Service and Customer Satisfaction – Deliver real-time 24/7 access to information, answers and services with omnichannel access to support.

TRANSFORM SERVICE. **DELIGHT** CUSTOMERS.

In the world of digital transformation, knowledge is a strategic business asset. Knowledge is the collection and documentation of skills, processes, experiences, capabilities and expert insights that you collectively create and rely on for efficient business operations. As a shared strategic resource, knowledge will help you transform service and product delivery for customers and employees. Self-help technology is empowering numerous enterprises to deliver a modern approach to self-service based on knowledge.

PROVIDE THE ANSWERS EMPLOYEES AND CUSTOMERS NEED WITH INTELLIGENT KNOWLEDGE FLOWS

EasyVista Self Help is a powerful self-service platform that enables you to easily create, deliver and measure guided knowledge flows that empower employees, customers, and staff to get the answers they need easily, without contacting the service desk or customer service. Going beyond traditional knowledge base articles, EasyVista Self Help enables you to create an interactive knowledge experience that is dynamic and contextualized to a given user's needs. The knowledge flows allow users to interact with knowledge the same way they would interact with a human – with a conversational approach – enabling a more engaging experience for the user.

A KEY INGREDIENT FOR DIGITAL TRANSFORMATION

Organizations must adopt a strategy focused on consumer-like knowledge to support a robust self-service strategy and to power the future advantages of AI. EasyVista Self Help allows you to accelerate digital transformation across your organization by implementing an effective self-help strategy on a modern technology platform for any persona.

To improve the sharing of knowledge and guided procedures, knowledge management systems must be built on reusable multi-media knowledge assets grouped into collective knowledge experiences that can be easily understood and leveraged by subject matter experts across the organization. EasyVista Self Help enables the creation of guided knowledge experiences that are contextually aware of the user/situation, can interact seamlessly with users, identify the next best action and can use automation to improve productivity. This innovative approach to creating and distributing knowledge in an omnichannel environment improves user engagement across the enterprise.

SELF HELP FOR EMPLOYEES AND CUSTOMERS

Dramatically reduce level 1 tickets with guided answers by empowering your users to solve their own problems with interactive knowledge flows delivered where and when they need it.

SELF HELP FOR AGENTS AND TECHNICIANS

Improve staff productivity while ensuring consistent results by providing them guided support procedures enabling them to resolve both recurring issues and more advanced problems.
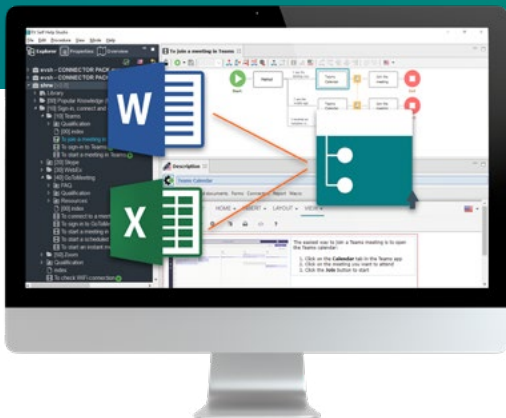
EASILY COLLECT AND PUBLISH
KNOWLEDGE AND BUSINESS PROCESSES

Start your EasyVista Self Help project by easily importing documents to accelerate the creation and distribution of knowledge. The Quickstart feature enables subject matter experts to capture existing knowledge documents by automatically transforming formatted Word and Excel documents into guided knowledge procedures and FAQs.

Create Q&A and advanced knowledge trees that guide customers step-by-step with rich text, videos, images, and other multimedia content for an engaging support experience that enables users to solve problems and make requests on their own.

## CREATE DYNAMIC
KNOWLEDGE FLOWS

A codeless studio enables business experts to design interactive knowledge flows that allow employees and customers to engage with knowledge in a more natural and logical way. Knowledge flows can include videos, images, formatted text and integrations with other systems to enhance the digital experience.
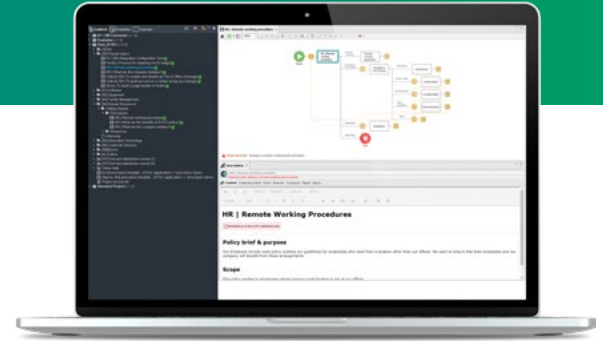
DELIVER KNOWLEDGE EVERYWHERE WITH
VIRTUAL AGENTS & SELF-SERVICE

Users are mobile and have a strong appetite for omnichannel access to knowledge.

EasyVista Self Help knowledge flows are accessible from many channels,
including responsive web applications, self-service portals, messaging platforms, business applications (CRM, ITSM), and via virtual agents with our Service Bots technology.
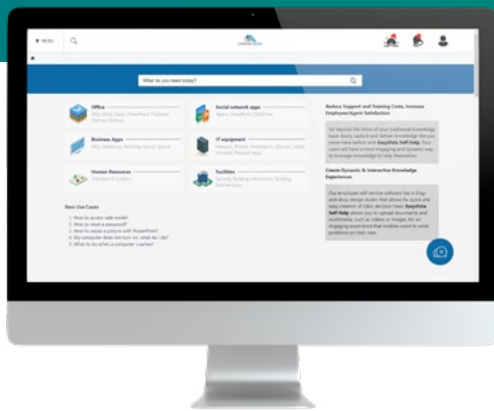
MEASURE THE SUCCESS
OF YOUR KNOWLEDGE

Get advanced analytics by aggregating usage statistics and end-user feedback to optimize knowledge flows, ensure knowledge accuracy and implement continual improvement practices.

ABOUT EASYVISTA

EasyVista is a global software provider of intelligent service automation solutions for enterprise service management and self-help. Leveraging the power of service management, self-help, AI, and micro apps to create customer-focused service experiences, EasyVista has helped companies improve employee productivity, reduce operating costs, and increase customer satisfaction. Today, EasyVista helps over 1,500+ enterprises around the world to accelerate change, empowering leaders to better serve their employees and customers across financial services, healthcare, education, manufacturing and other industries.
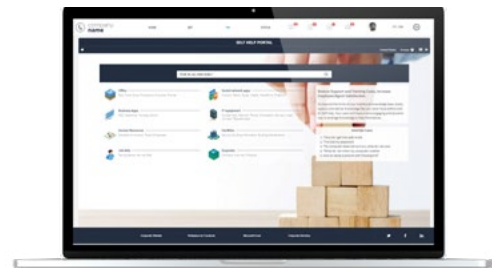
PRODUCTS

eV Service Manager
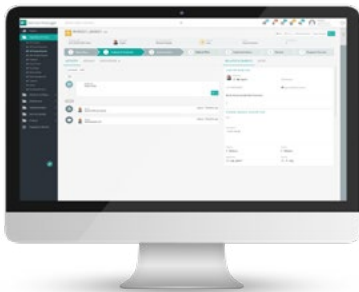
Radically simplify and accelerate service creation, deployment, and support with our adatable, powerful and smart service management platform.

eV Self Help

Dramatically reduce customer and employee requests as well as increase user satisfaction by empowering users to solve their own issues with our intelligent knowledge platform.

Learn more at www.easyvista.com