

ev Self Help

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

Speed Up Onboarding and Training Time – Shorten employee training time by 50% with guided learning on new processes and job roles.

Reduce Average Processing Time and Improve Time-to-Resolution – Improve employee productivity by 20% with guided work to complete complex work 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, 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. 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 enable better knowledge sharing and guided processes, knowledge management systems must be built on reusable multi-media knowledge assets grouped into logic-based knowledge experiences that support knowledge federation by subject matter experts across the organization. Self Help provides the software necessary to create guided knowledge experiences that are context-aware, provide guided answers, interact with users, and can take action. This innovative approach to creating and distributing knowledge everywhere improves engagement across the enterprise.



SELF HELP FOR EMPLOYEES AND CUSTOMERS

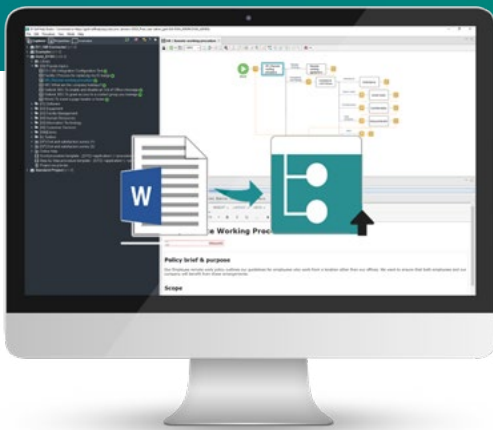
Dramatically reduce level 1 tickets with guided answers by empowering your users to solve their own problems with interactive knowledge flows delivered where and when they need it.



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

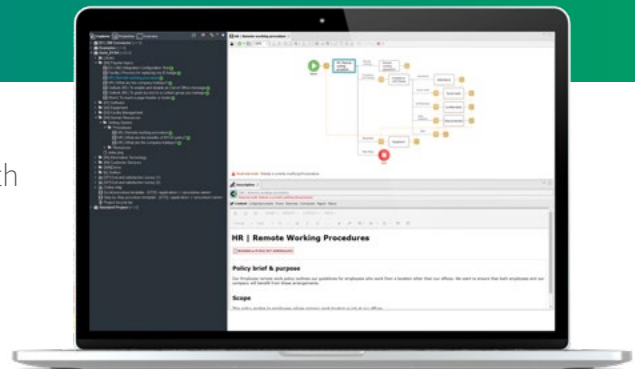


Start your Self Help project by easily importing knowledge documents to accelerate knowledge base creation.

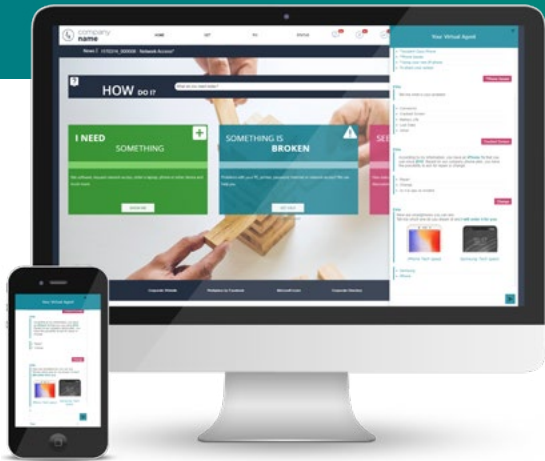
The quick-start feature enables knowledge managers to capture existing knowledge documents by automatically transforming formatted Word documents into a guided knowledge flow ready to be published and executed. Knowledge flows can easily be edited and updated in Self Help.

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.

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.

[Learn more at www.easyvista.com](http://www.easyvista.com)

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