

EV Self Help for Customer Support

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.

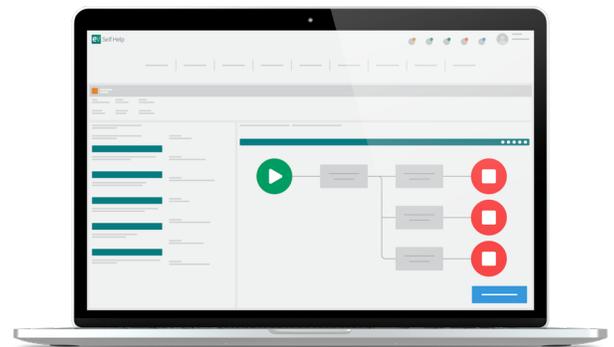
Improve Productivity and Key Customer Service Metrics –
Improve First Contact Resolution (FCR), Average Handle Time (AHT) and Quality of Service (QoS) by providing step-by-step instructions for complex processes

Customer service and support organizations, like call centers, are critical for customer retention success. Without personalized and effortless customer service and support, it's impossible to provide a great customer experience. This is why supporting customer needs before and after they buy a product or service is essential, and a well-thought-out knowledge strategy is important in providing the best possible agent and customer interactions.

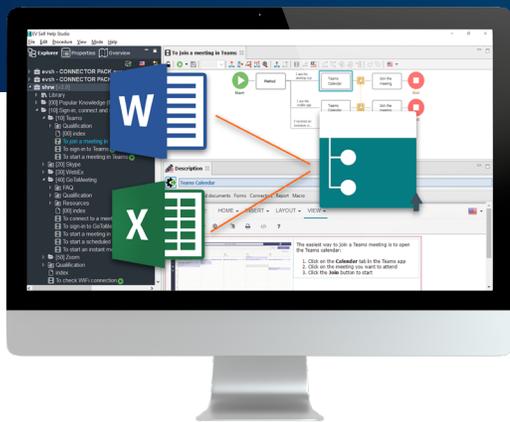
PROVIDE THE ANSWERS CUSTOMERS AND CALL CENTER AGENTS NEED WITH INTELLIGENT KNOWLEDGE FLOWS

EasyVista Self Help is a powerful omnichannel self-service platform that enables you to easily create, deliver, and measure guided knowledge flows that empower customers and staff to get the answers they need easily.

Going beyond traditional knowledge base articles, Self Help enables you to create an interactive knowledge experience that is dynamic and contextualized to any 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.



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. 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.“



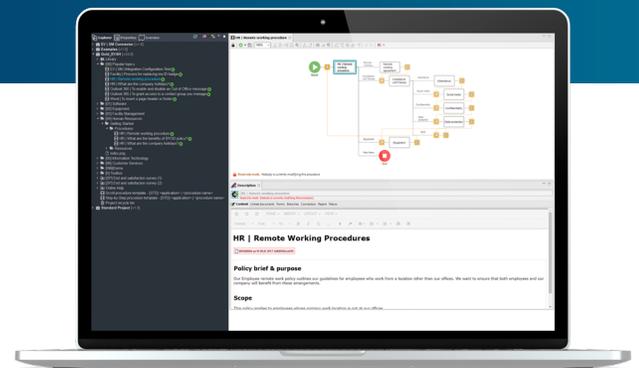
EASILY COLLECT AND PUBLISH KNOWLEDGE FOR CUSTOMERS

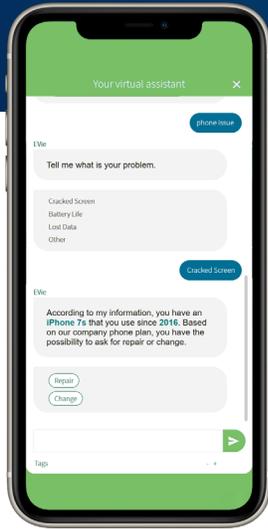
Start your Self Help project by easily importing documents to accelerate the creation and distribution of knowledge. The Quickstart feature enables subject matter experts to capture existing knowledge documents by automatically transforming formatted Word and Excel documents into guided knowledge procedures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

CREATE GUIDED SUPPORT FOR AGENTS WITH DYNAMIC KNOWLEDGE FLOWS

A codeless studio enables business experts to design interactive knowledge flows that allow agents to engage with knowledge in a more natural and logical way.

Best practices, resolution steps, answers to common questions, and standard processes can be easily captured into knowledge workflows that guide new agents through problem resolution, improving productivity and reducing onboarding time.





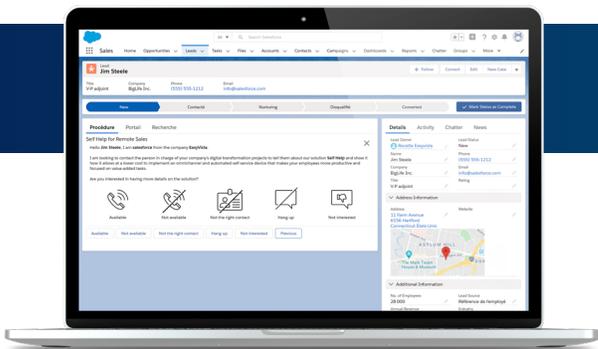
PROVIDE EVERYONE WITH **OMNICHANNEL SUPPORT EXPERIENCES**

Help customers and agents find what they need no matter where they are, from websites, portals, mobile applications or messaging platforms. Deliver conversational experiences through chatbots and virtual support agents powered by knowledge and our built-in Natural Language Processing (NLP) engine.

Self Help knowledge flows are accessible from many channels 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.



INTEGRATION CAPABILITIES **FOR PROCESS AUTOMATION**

Easily integrate with third-party applications, such as Salesforce, EasyVista Service Manager, and many more with the premium connector for Microsoft Power Automate, previously Microsoft Flow, to deliver a contextualized experience for customers and agents.

ABOUT EASYVISTA

EasyVista is a global software provider of intelligent solutions for enterprise service management, remote support, and self-healing technologies. Leveraging the power of ITSM, Self-Help, AI, background systems management, and IT process automation, EasyVista makes it easy for companies to embrace a customer-focused, proactive, and predictive approach to their service and support delivery. Today, EasyVista helps over 3,000+ enterprises around the world to accelerate digital transformation, empowering leaders to improve employee productivity, reduce operating costs, and increase employee and customer satisfaction across financial services, healthcare, education, manufacturing, and other industries.

Learn more at www.easyvista.com

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