

## EV Self Help for Salesforce Service Cloud

**Improve Productivity and KPIs for Customer Service Organizations** – Improve the key metrics driving customer satisfaction (FCR, AHT, QoS, CES, NPS) with data-driven interactive scripts and troubleshooting solutions for Customer Service Agents.

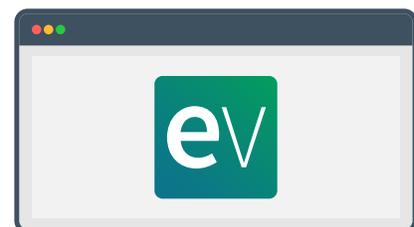
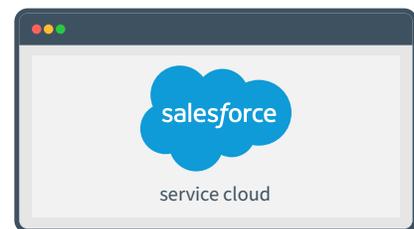
**Reduce Customer Service Agent Onboarding and Training Time** – Accelerate agent training and onboarding by up to 50% with guided learning that provides agents with detailed procedures and information at their finger tips.

**Simplify Complex Issues with Step-by-Step Procedures** – Provide customer service agents with detailed instructions, leveraging contextual customer information, to help resolve issues and identify the next best action to take.

Customer service and support organizations are critical for successfully retaining customers and growing your business. Without personalized and effective service and support, it is impossible to deliver a world class customer experience. A well-designed knowledge strategy needs to be part of your overall support plan to ensure success.

## PROVIDE THE ANSWERS CUSTOMER SERVICE AGENTS NEED WITH GUIDED KNOWLEDGE MANAGEMENT DIRECTLY INTEGRATED IN THE SALESFORCE SERVICE CLOUD

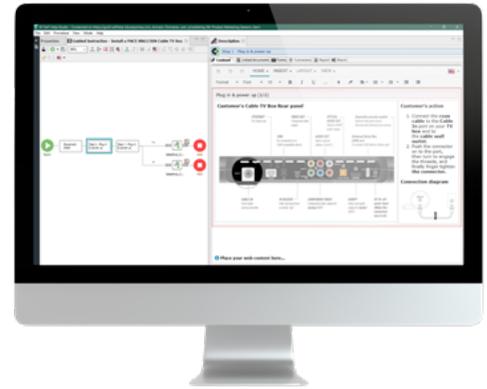
EasyVista Self Help is a powerful multichannel self-service platform that enables you to easily create, deliver, and measure guided knowledge procedures that empower customers and staff to get the answers they need easily. Going beyond the traditional knowledge base article, EasyVista Self Help creates an interactive knowledge experience that is dynamic and contextualized to a specific user's needs. The integration of EasyVista Self Help with the Salesforce Service Cloud enables organizations to leverage the combined power of two industry leading tools into a single solution to deliver guided knowledge to better serve customers.



## CREATE DYNAMIC GUIDED KNOWLEDGE AND PUBLISH TO THE SALESFORCE SERVICE CLOUD

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.

EasyVista Self Help knowledge is accessible from many channels via virtual agents with our Service Bots technology.

## ABOUT EASYVISTA

EasyVista is a global software provider of intelligent solutions for enterprise service management, remote support, observability, 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](http://www.easyvista.com)