

Customer Service Knowledge base.

Improves first contact resolution and consistency of agents' answers.

Listen to the voice of your customers

**“When I phone you:
I want my concerns
addressed without
having to phone again”**



– The easy way to boost contact centre performance – fast.

Key Features

- Fast and easy to deploy
- Dynamic self-learning, knowledge base
- Publish new content in a few clicks
- Powerful natural language search engine uses advanced linguistic and semantic technology to provide your agents with the most accurate information to answer your customers' questions
- Future proof investment: deploy your customer service knowledge base across other channels with ease. It can be integrated with Eptica SelfService™ and used as your online customer self-service knowledge base and with Eptica Email Management™ to ensure email responses are consistent with call handling.

Eptica Contact Assistant™ enables customer service agents to provide fast, accurate and consistent answers to every telephone enquiry. It's the easy way to boost agent productivity and deliver efficient, high quality customer service. The effect on contact centre performance is immediate, with improved first contact resolution and reduced handling times apparent from day one.

The system combines a self-learning customer service knowledge base with powerful search technology, call tracking and customer contact history, which together enable agents to optimise the effectiveness of their customer interactions.

Organisations consistently tell us:

- Quality of service is improved and around 50% of customer service agents move quickly into their 'best performing agents' category
- Productivity increases, customer wait times reduce and they can handle more enquiries with fewer agents
- Time required to train agents is typically reduced by 20%
- New agents are quickly operational and ready to respond to client requests

For outsourcers bound by client performance standards, Eptica Contact Assistant has serious financial benefits: enabling them to dramatically reduce, or avoid altogether, the penalties that can arise from failing to deliver on efficiency or quality.

Use Eptica Contact Assistant to boost the effectiveness of your contact centre.

Benefits

- Reduce call wait times and delays in responses
- Increase resolution rate at first contact by automatically providing agents with the best information to answer the question
- Reduce call duration and handling time – providing agents with everything they need to answer the enquiry
- Improve service quality and consistency
- Minimise duplication – add information to the knowledge base once, make it available to all customer service agents
- Cut email and call volumes when you make your knowledge base searchable online
- Log and track call activity
- Monitor agent productivity

Improves first contact resolution, average handling time and consistency of agents' answers.



Outsourcer Capita improves efficiency, compliance issues and the cost of handling 300,000 calls a month for Transport for London

- Agents use Contact Assistant for consistent answers to calls, emails and letters
- Average handling time reduced, – 36 fewer agents required to handle enquiries
- ROI achieved in 6 months
- Performance quality fines historically £100,000 p.m. – Dec '08 hit record low of £117
- New agent training time reduced 20% from 10 to 8 days
- Customer satisfaction score increased: 84% of customers said service exceeded their expectations.

Other services:

Eptica SelfService™

Automatically answers the majority of your customers' questions on your website.

Eptica Email Management™

Improves the quality of email replies. Typically cuts email handling time by 50% and repeat emails by 25%.

Eptica Network Agent™

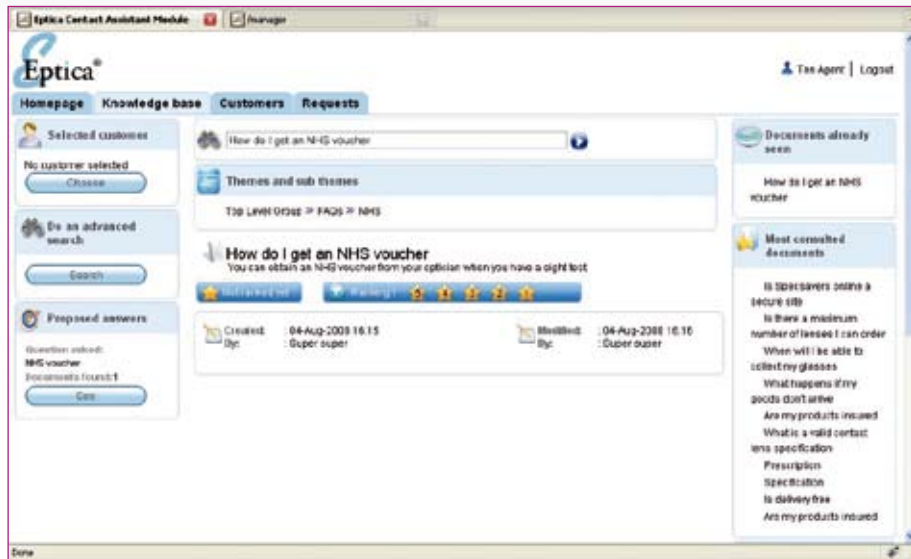
Enables email enquiries best handled by staff outside your contact centre to be determined automatically and routed accordingly. Email response is handled via a light interface to Eptica Email Management.

Eptica Live Interaction™

Live Chat intelligently managed to reduce costs and increase sales.

Eptica Fax-Letter-SMS™

Automatically dispatches letters and fax to agents as inbound emails. Various media can be leveraged for responses: e.g. urgent fax received by email, respond by SMS.



The easy way to boost contact centre performance – fast.

Features

- Dynamic self-learning knowledge base
- Powerful multi-language, semantic search engine provides agents with fast, accurate information to answer enquiries more expertly and efficiently
- Flexible search enables agents to access information by typing natural language questions, key words or browsing by topic
- Flexible knowledge base structure
- Content can be added and published easily
- Agents can access customer contact details and add new customer records
- Agents can view a history of a customer's previous interactions with the company
- Log and track call activity
- Email functionality for sending customers confirmation of details discussed and information such as instructions, product brochures and application forms
- Transfer of calls to alternative agent groups by email. The enquiry becomes part of the contact centre's normal email queue to be answered, monitored and tracked according to the company's email management SLA
- Pre-set easy to read reports enable managers to monitor calls logged and performance for each agent
- Fast, easy to set-up.