

## ev Self Help for Customer Support

**Reduce Call Center Case Volume** – Deflect up to 30% of cases with guided answers to the most common questions and low value-added issues.

**Accelerate Support Agent Onboarding and Productivity** – Shorten agent training time by 50% and increase agent efficiency with guided learning and smart automation.

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

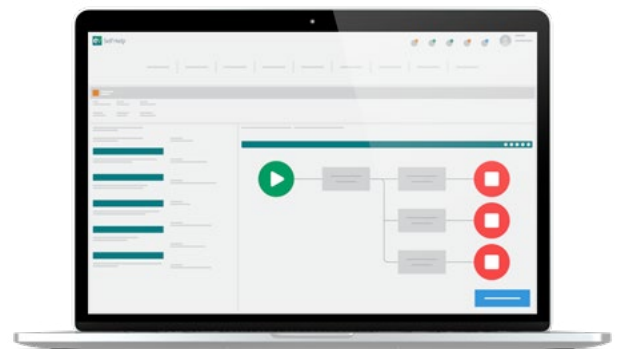
**TRANSFORM SERVICE. DELIGHT CUSTOMERS.**

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, EasyVista 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.



## WHO CAN BENEFIT FROM EV SELF HELP?



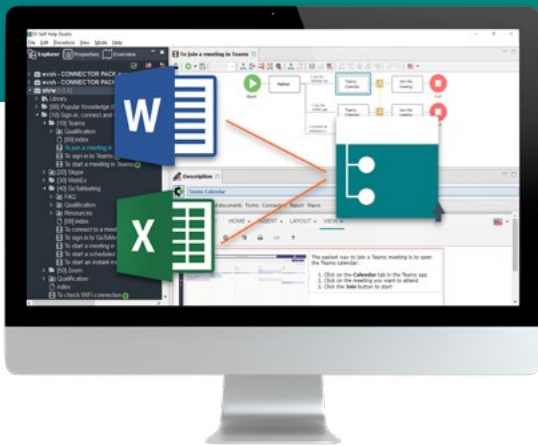
### SELF HELP FOR CUSTOMERS

Dramatically reduce inbound calls with guided answers by empowering your customers to solve their own problems and find answers with interactive knowledge flows delivered where and when they need it.



### SELF HELP FOR CALL CENTER AGENTS

Improve staff productivity while ensuring consistent results by providing them with guided support procedures enabling them to qualify and resolve both recurring cases and more advanced problems.



## EASILY COLLECT AND PUBLISH KNOWLEDGE FOR CUSTOMERS

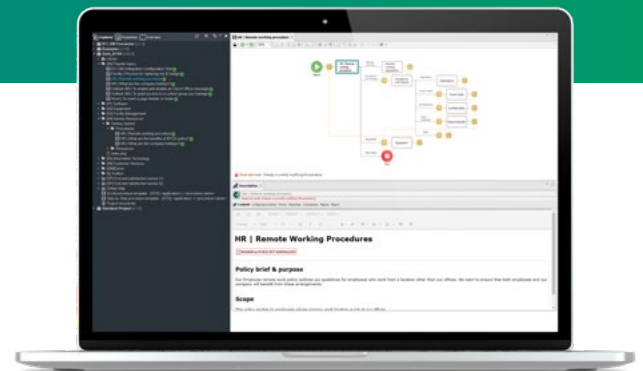
Start your EasyVista Self Help project by easily importing documents to accelerate the creation and distribution of knowledge. The Quickstart feature enables subject matter experts to capture existing knowledge documents by automatically transforming formatted Word and Excel documents into guided knowledge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

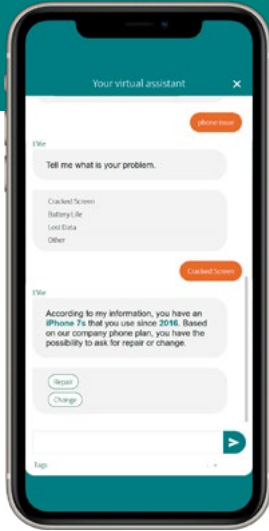
## CREATE GUIDED SUPPORT FOR AGENTS WITH DYNAMIC KNOWLEDGE FLOWS

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**

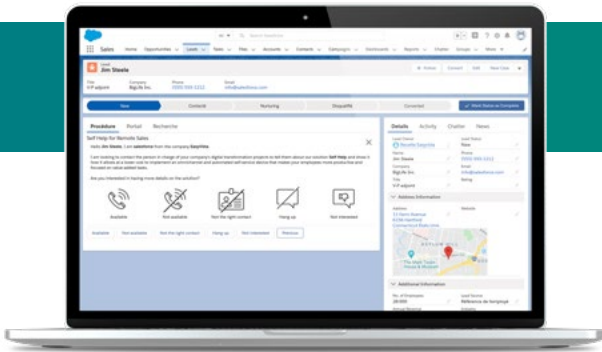


Help customers and agents find what they need no matter where they are, from websites, portals, mobile applications or messaging platforms. Deliver conversational experiences through chatbots and virtual support agents powered by knowledge and our built-in Natural Language Processing (NLP) engine.

EasyVista 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 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.au](http://www.easyvista.com.au)