![Enghouse Interactive logo]

Enghouse
Interactive

Enterprise Knowledge Management Suite

Self-help for Customers, Empowerment for Staff

Enghouse Interactive's Enterprise Knowledge Management Suite (eKMS) offers a comprehensive solution for organisations looking to develop a strong knowledge system and expand its online self-service channels.

Knowledgebase Platform

Enghouse Interactive's Enterprise Knowledge Management Suite is a cutting-edge self-help platform that unifies online knowledgebase and community forum capabilities, providing knowledgebase administrators with sophisticated tools for organising, managing, and improving support content.

Our Knowledgebase Platform can help you:

› **Lower support costs:** Relegate support-related interactions to your self-help support site. Every question that your knowledgebase helps to answer saves real money.

› **Provide better customer service:** Enable customers with an easy-to-use support channel that quickly delivers the most relevant information.

› **Improve agent performance:** Provide your agents with a comprehensive repository of knowledge and subject matter information.

› **Manage your knowledge effectively:** Quickly view and manage activities, tasks, workflows, and analytics from a single dashboard.

› **Reduce time-to-market:** We can facilitate fast deployment of your support site with simple SaaS setup

› **Save time with easy customisation:** Use pre-defined themes, or customise the look and feel yourself

› **Provide convenient access:** Provide round-the-clock support, accessible from any device.

Community Forums

Why spend resources answering the same customer support questions over and over again in multiple separate, private interactions? Forums offer the same workflow, routing and notification capabilities as email, but leave the conversation and the knowledge gains open to the community.

> "...an intuitive and feature-rich solution that is enabling us to deliver an exceptional level of customer service."
> – SUNTRUST

Realise the Value of Shared Knowledge

Don't let knowledge get trapped in emails. New knowledge is always being created as customer issues are resolved. Share valuable answers in the community forum and empower your customers by letting them share experiences, ideas, and advice. A community forum creates a trusted resource for cost-effective peer-to-peer support. In the process, the customers' contributions turn them into community experts and generate reusable content for your knowledge base.

Why Choose eKMS?

› Respond more efficiently to customers and resolve support issues faster.

› Simple deployment with an all-in-one SaaS web self-service solution.

› Effectively manage your knowledgebase and community forums from one place.

› Create a responsive knowledge sharing community.

› Optimise your knowledgebase and maximise your investment.

› Simple integration with Enghouse Interactive's contact centre and quality management solutions.

Knowledge Management Services

The process of keeping data organised, consistent and current is a daunting and often expensive challenge. Lacking proper management, these inefficiencies begin to quickly lead to a diminishing return on investment for your support operation. Outdated or missing data within knowledgebases create customer dissatisfaction, increased support requests (phone calls, chats, emails, etc.), and overall higher support costs. Our goal is to help our customers maximise knowledgebase effectiveness. Our team can help you:

› Optimise existing support articles.

› Create or consolidate content into effective articles.

› Capture and reuse knowledge.

› Import, revise and reformat articles to new knowledgebases.
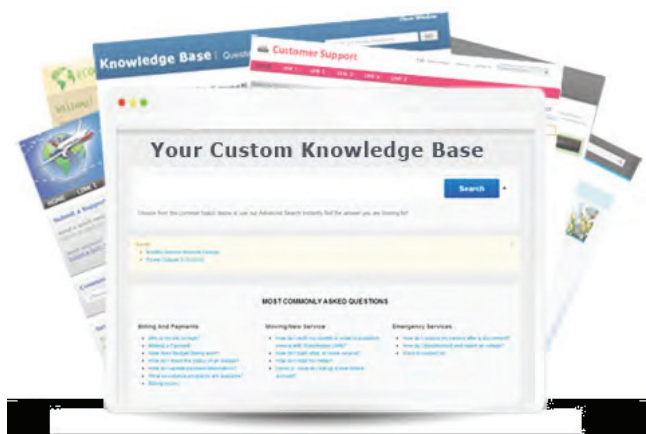
PORTALS

Portals allow you to effectively manage knowledge across your different audiences. With the central dashboard, it's easy to design a specialised support site for your customers, contact centre staff, sales team, or any other target audience.

THEME CUSTOMISATION

The easy-to-use customisation tools enable you to brand your community forums and match your existing website look, or develop an exciting new style. Pre-built themes allow you to change the appearance of your online forum with just the click of a button.

ARTICLE EDITOR

Become more efficient by using pre-made article templates to create articles with real-time editing capabilities and use article history versioning to keep track of changes, make comparisons, or restore past changes.

SEARCH ENGINE

A powerful search engine allows users to search across all data contained within the knowledgebase and forums.

REPORTING

Measure knowledgebase performance in real time. Get a complete overview of how customers and agents are using your platform, diagnose the root causes of failed interaction and escalations, perform gap analyses, and improve your support centre return on investment.

TROUBLESHOOTING GUIDES

Create interactive, step-by-step decision-trees to quickly guide users to the right answer. Troubleshooting guides break down complex instructions to prevent users from getting lost, and improve the effectiveness of your support site.

WORKFLOWS

It's easy to set up moderator permissions to manage users' roles and abilities to view, update, publish, and route information. Create business rules to ensure no support queries are left unanswered and use workflows to create custom reports on user activity and article performance.

ALERTS

Notify users about important articles or upcoming events via alerts. Select duration, define recipients and publish – no follow-up or manual removal required.

Design your portal using pre-built themes or customise to match your brand. Update the look-and-feel with the click of a button.

eKMS includes:

› **Knowledgebase Platform:** A cutting-edge platform that unifies online knowledge base and community forum management.
› **Community Forums Platform:** A leading solution for building a thriving forum community.
› **Article Optimiser:** A patented application that maximises knowledgebase return on investment.
› Knowledgebase Management Services: A set of core services designed to help customers get the most out of their knowledge management initiatives.

Enghouse Interactive

www.enghouseinteractive.com.au

About Enghouse Interactive

We are a leading provider of customer experience technology. Our technology is designed to help businesses maximise the value of their customer interactions using any form of digital or voice communication, making customer experience teams more productive, and leaving more time for proactive customer engagement. Our products include both cloud and premises-based solutions, giving our customers and partners the alternatives and flexibility they desire.