



Knowledge Management

eKMS

Solution Overview & Functionality

Enghouse Knowledge Management – Optimization Services, increases overall operational efficiency by proactively deflecting highly repetitive, rudimentary request to automated agents for increased efficiency and cost savings. Only more advanced, highly specialized requests are routed to your skilled agents, to ensure customer issues are dealt with by the most appropriate resource.

Benefit from: deflection of repetitive, basic requests so they aren't routed to higher cost, specialized agents. Proactive feedback drives documentation improvements to reduce number of specialized, non-standard issues

- Empower your organization to deliver the service levels and overall responsiveness your customers expect. Via Agents, or by themselves
- Ongoing use of best practices, content optimization, Ops improvement
- Enables real-time article editing and intuitive admin tools
- Robust analytics and reporting helps with ongoing optimization for continuous document improvement and utilization

Target Users

- All Contact Centers
- Healthcare and Medical Services
- FI's, Banks and Credit Unions
- Insurance Service Providers
- Local, Regional, State Government
- Airlines and Travel Services

Use Cases

- Consumers Self-Serve Preferred (40%)
- First Point of Contact Via Company Website, Forums, Live Chat (70%)
- Complement to Virtual Agents
- Increase Agent Specialization/Skills
- Complement External Research with Relevant Internal Documents

Benefits

- Reduces Service and Support Cost
- Repetitive Task Deflection (up to 60%)
- Increases Customer Satisfaction
- Enables Customers, Agents and Employees to Serve Themselves
- Increases Web Traffic for Support
- Cost Reduction via Web Self Service Up To \$11 Per Call



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