Eptica Agent Knowledge Base

Improves first contact resolution and agent answer consistency

Customer service employees need to be supported by a system that integrates information and knowledge into a single repository that underpins all customer interactions across multiple channels. Centralising knowledge raises customer satisfaction, ensures consistency and increases First Contact Resolution rates.

Eptica Agent Knowledge Base enables internal staff to access relevant content, ensuring they can provide fast, accurate and consistent answers to every customer or internal enquiry. Eptica Agent Knowledge Base combines the self-learning knowledge base and Eptica's linguistic search technology. It also leverages the comprehensive multichannel customer interaction history, to ensure the customer experience is personalised and consistent even when moving between channels.

Knowledge is a constantly evolving asset

Agent activities, including their use of the knowledge base, are recorded by Eptica, providing a valuable insight into how your staff are working and the queries being handled.

Agents can find answers quickly, either by using the powerful, multilingual meaning-based search engine or flexible knowledge structure, supporting a click to browse experience.

For responding to customer queries via email, Eptica's powerful linguistic search engine analyses the content of each email and suggests relevant response templates to the agent, driving partial automation.

The easy way to boost customer service quality and efficiency – fast

BENEFITS

- Reduce call waiting times and delays in responses

- Reduce call duration and handling time

- Increase resolution rate at first contact

- Improve service quality and consistency

- The easy way to boost customer service quality and efficiency – fast

- Minimise duplication

- Cut email and call volumes when you make your knowledge base searchable online

- Log and track call activity

- Monitor agent productivity

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Responses are driven from the central knowledge base through via approved email template responses, designed and formatted especially for emails.

Domestic & General, the UK's leading warranty specialist, was able to cut call times by nearly a quarter, increase First Contact Resolution (FCR) rates and halve hold times:

Future Proof Investment – deploy across other customer service channels

Eptica Agent Knowledge Base provides you with a knowledge base that can be rolled out across other contact channels with ease. It can be integrated with Eptica Self-service™, making your knowledge base searchable online. It can also be integrated with Eptica Email Management™ to ensure email responses are consistent with call handling. In this way, all channels can draw on a single, centralised customer service knowledge base.

"Eptica has helped us to achieve our overall business objectives. We're not only keeping our customers satisfied but we've also been able to reduce costs."
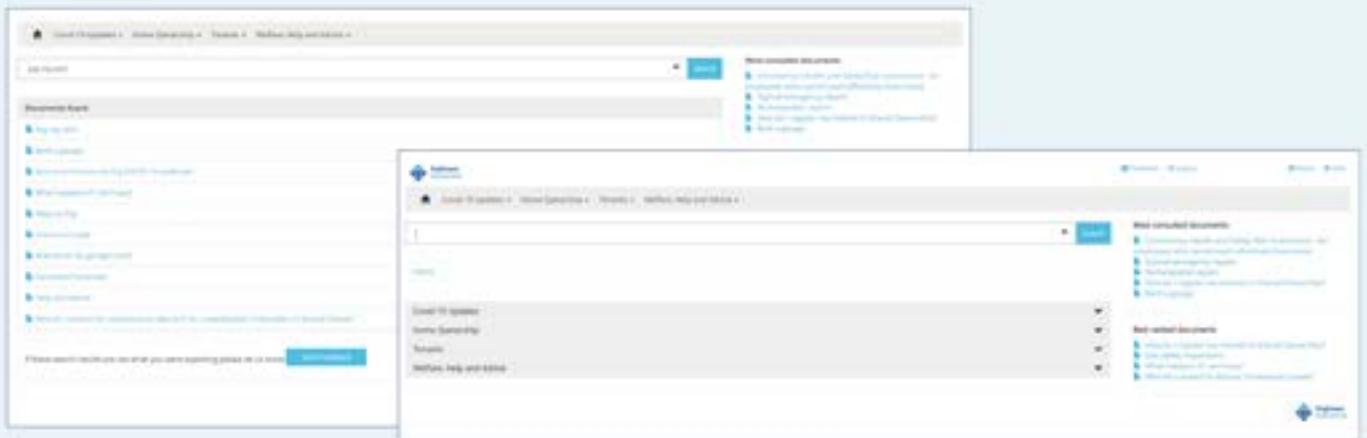
Head of Customer Service, Domestic & General
L'Occitane en Provence

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THE EASY WAY TO BOOST CONTACT CENTRE PERFORMANCE

Staff, no matter how motivated, cannot give consistently high levels
of service without access to the right tools and information

Dynamic self-learning knowledge base

Eptica's Agent Knowledge Base is able to track usage in order to identify the best information for responding to an enquiry. As agents search the knowledge base and select information, their activity fine-tunes the links between questions and answers. Deployed internally, it is able to provide all employees in contact with customers with quick and easy access to your customer service knowledge base.

Customer interaction history

Agents are able to access customer contact information, such as account and contact details together with details of the customer's previous communication history. When Eptica is used across multiple customer service Channels, including web self-service and email management, agents are able to view an integrated customer interaction history of telephone calls, emails and web self-service escalations.

Multilingual Linguistic Engine

A powerful multi-language linguistic engine provides agents with fast, accurate information to answer enquiries more expertly and efficiently.

Email follow-up

Eptica Agent Knowledge Base incorporates email functionality that enables telephone agents to send customers an email confirming details discussed in the call and attach information such as instructions, product brochures, application forms and other documents.

Transfer of calls to the email channel

When agents receive an enquiry best dealt with by an alternative agent group, they can transfer it internally by email. The enquiry then becomes part of the contact centre's normal email queue to be answered, monitored and tracked according to the company's email management SLA.

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No manual indexing

Eptica's powerful semantic engine removes the need for manual indexing. Content can be added to the knowledge base and published in just a few clicks.

Reduce the number of queries submitted through other channels

Making your knowledge base searchable online through Eptica Self-service allows customers to find the answers to their questions without having to call or email you.

Easy deployment and maximum flexibility

Eptica can be easily managed by business users so there is no need for expensive ongoing professional services engagements.

CRM integration

Eptica Agent Knowledge Base is easy to deploy and integrate into existing back office and multichannel architecture, including pre-built integration into many CRM systems.

Comprehensive reporting

Pre-set, easy-to-read reports enable managers to monitor calls logged for each agent.

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ABOUT ENGHOUSE INTERACTIVE

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully-featured solution from a single vendor.

These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.