



# Eptica Agent Knowledge Base™

## Improves first contact resolution and consistency of agents' answers

The 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. Centralizing 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 personalized and consistent even when moving between channels.

### Knowledge is a constantly evolving asset

Agent activities and their use of the knowledge base are recorded by Eptica, providing valuable insight with regard to the activity of your staff and the queries they are handling.

Agents can quickly find answers either using the powerful multilingual meaning based search engine or flexible knowledge structure to support click to browse experience. Dynamic quick links, for example to 'my recent documents', make the knowledge base more engaging and easy to navigate.

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

### 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, centralized customer service knowledge base.

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

## Benefits

- ✓ Reduce call wait times and delays in responses
- ✓ Reduce call duration and handling time
- ✓ Increase resolution rate at first contact
- ✓ Improve service quality and consistency
- ✓ Minimize duplication
- ✓ Cut email and call volumes when you make your knowledge base searchable online
- ✓ Log and track call activity
- ✓ Monitor agent productivity

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:

**"Eptica has helped us 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



# The easy way to boost contact center performance

The screenshot shows the Eptica portal interface. On the left, there's a sidebar with 'Customer Information' (First name: Martin, Last name: Johnson, Gender: Male, Nationality: United Kingdom, Email address: martin.johnson@demo.eptica.com, Phone number: +44 123 456 7890), a 'Create a request' button, and a 'Questions' section listing several tickets. The main area has tabs for 'Homepage', 'Knowledge base', 'Customers', and 'Requests'. The 'Requests' tab is active, displaying a 'Welcome to your portal' message, a 'Knowledge base' section with links to browse or search, a 'Customers' section with links to create or search, and a 'Requests' section with links to create or search. A search bar at the top right says 'Enter your question here'. To the right, a box titled 'Staff, no matter how motivated, can't give consistently high levels of service without access to the right tools and information' contains a 'Themes and sub themes' list (Internal knowledge base, Claims, Compliance, Misc, Product Client, Product Replacement, Systems) and a 'Available documents' list (Flash News). A callout box says 'Best ranked documents'.

## Dynamic self-learning knowledge base

Eptica's knowledge base learns from the way it is used which information is best for answering an enquiry. As agents search the knowledge base and select information their activity fine-tunes the links between questions and answers.

Deploy internally to provide all employees in contact with customers with quick and easy access to your customer service knowledge base.

## Customer interaction history

Agents can access customer contact information, such as account and contact details and a history of the customer's previous conversations with the company. When Eptica is used across multiple customer service

channels such as for web self-service and email management, agents will be 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 allows 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 center's normal email queue to be answered, monitored and tracked according to the company's email management SLA.

## 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.

**Find out more at [www.eptica.com](http://www.eptica.com)**

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