

Customer Self-Service

The Coveo Customer Self-Service Solution provides customers and partners with insightful online self-service, including highly relevant recommendations and conversational navigation to rapidly pinpoint solutions to their issues and inquiries as well as provide information on cases in progress. Coveo provides the confluence of Enterprise Search 2.0, Knowledge Management and Customer Experience Management. This includes the integration of peer-generated knowledge, such as customer communities, along with information from the enterprise knowledge ecosystem that:

- ▶ Provides customers with a consolidated view of their issue/question, support history, related products and maximizes the opportunity to find and understand solutions
- ▶ Increases efficiency by offering recommendations on next best steps
- ▶ Enables 24/7 information access, reducing operational expenses by deflecting known issues from more costly support channels
- ▶ Allows customers to utilize social information, suggested and discussed by peers in communities and forums, as a complement to enterprise knowledge resources
- ▶ Increases customer empowerment and satisfaction

“The implementation process far exceeded my expectations. The time and effort that {Coveo} took was amazing and in my experience was the smoothest project I have ever worked on in the last 15 years.”

Quantum.



Web-based self-service powered by Coveo gives customers 24/7 availability to actionable insight through advanced capabilities including:

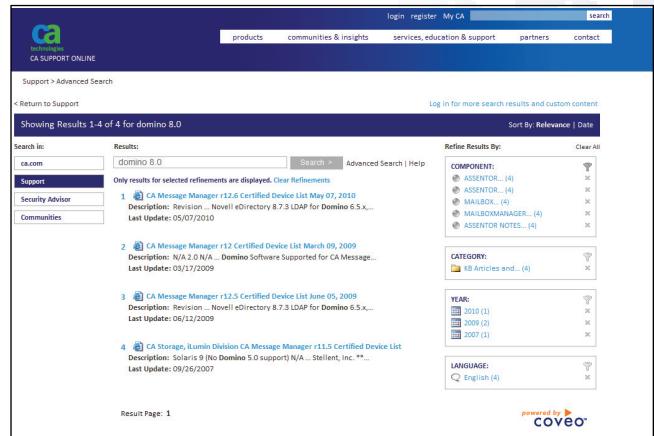
- ▶ The ability for customers to, when logging issues, dynamically check to see if a resolution already exists - avoiding logging of duplicate issues and providing rapid resolutions
- ▶ Advanced navigation with SmartFacets™ to help resolve issues more quickly and accurately by automatically leveraging document metadata
- ▶ Highly configurable relevancy, including the ability to provide recommendations, promote “top results” and/or “best bets.” When used in conjunction with Coveo’s User Interaction Analytics Module, administrators can adjust relevancy on the fly, based on user behavior
- ▶ Secure, personalized experience upon login may display saved searches, case histories and status of existing issues

Coveo Insight Solutions Leverage and Extend Current Infrastructure Investments

IT executives leverage and extend investments in existing enterprise and legacy systems, without complex integration or data migration projects.

- ▶ Deploy quickly and non-intrusively - without affecting the existing production systems
- ▶ Easily adapt to include additional, relevant information repositories and systems, providing support for other departments and business stakeholders
- ▶ Avoid expensive, resource-intensive data migrations and system integrations
- ▶ Seamlessly integrate content that is structured and unstructured, server-based, cloud-based, and web-based (both internal and external)

“Coveo was the least disruptive and most impactful technology we’ve ever deployed.”



Web-based self service gives customers the freedom to choose both how and when they attempt to resolve issues

“Coveo’s unified view of customer information is extremely powerful and helps us make more informed decisions and ultimately provide a better customer experience. We’ve increased customer self-service satisfaction by 10 percent, thanks to the Coveo implementation and other steps we’ve taken in customer service.”



See Coveo Insight Solutions in Action

With Coveo Insight Solutions for Customer Service, customer, call center CSRs, managers, and executives gain immediate access to dynamic information from across the support knowledge ecosystem, providing higher levels of service more efficiently to drive cost savings as well as customer satisfaction and loyalty. Contact Coveo today for a demo. Call Coveo at 1.800.635.5476 or email info@coveo.com.