

## Personalized online self-service rapidly helps customers solve issues and answer inquiries

Increases customer satisfaction and loyalty while deflecting calls from more costly support channels

This includes the integration of peer-generated knowledge, such as customer communities, along with information from the enterprise knowledge ecosystem that:

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

*"Coveo's unified view of customer information is extremely powerful, 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."*



### Web-based self-service powered by Coveo gives customers 24/7 access to actionable insight

Advanced capabilities include:

- ▶ The ability for customers to automatically know if a resolution already exists—avoiding logging of duplicate issues and providing rapid resolutions
- ▶ Advanced navigation with SmartFacets™ helps 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

### Correlate information with Multi-Channel Text Analytics

Multi-Channel Text Analytics ensures that contextually relevant information, coming from unstructured data within both social channels and enterprise systems, is easily correlated with like information from throughout the knowledge ecosystem.

"Coveo was the least disruptive and most impactful technology we've ever deployed."



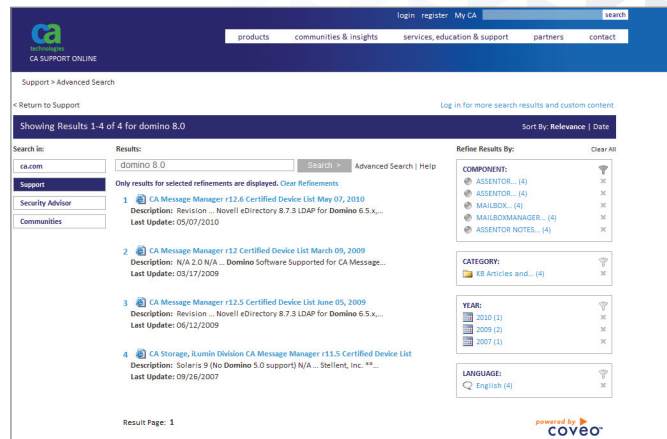
## Coveo Insight Solutions leverage and extend current infrastructure investments

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

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

Coveo Insight Solutions run on top of all enterprise systems as well as social media—including popular systems like salesforce.com and Jive—to more effectively understand and manage your customer base.

- ▶ Knowledge Bases
- ▶ Twitter
- ▶ CRMs
- ▶ Customer Communities
- ▶ Developer Communities
- ▶ Public Wikis, Forums & Blogs
- ▶ E-Services
- ▶ Web Platforms
- ▶ ECM
- ▶ ERP
- ▶ Telephony
- ▶ Social Media
- ▶ Chat
- ▶ Voice
- ▶ Bug Databases
- ▶ Email
- ▶ Email Archives
- ▶ Case Management
- ▶ Fileshares
- ▶ Records Management
- ▶ Intranet
- ▶ R&D
- ▶ PLM
- ▶ Entitlement
- ▶ Business Intelligence
- ▶ Employee Communities
- ▶ Video



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

## Additional Coveo Insight Solutions for Customer Service include:

- ▶ Insight Solutions for Customer Service Agents
- ▶ Insight Solutions for Customer Service Managers

## See Coveo Insight Solutions in action

Arrange for a demo or a proof of concept, on your own data, to see first-hand how Coveo helps your customers quickly and easily solve even complex challenges via self-service.

"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.**