

Coveo helps customer service agents to solve customer issues quickly and accurately

Coveo Insight Solutions:

- ▶ Consolidate and correlate data from all channels—even social—to ensure the customer feels known
- ▶ Help solve customer issues quickly—without elevating issues to more senior agents
- ▶ Allow agents to handle more cases in less time, to scale operations efficiently while increasing customer satisfaction and loyalty

Multi-Channel Text Analytics creates order from the chaos of unstructured information

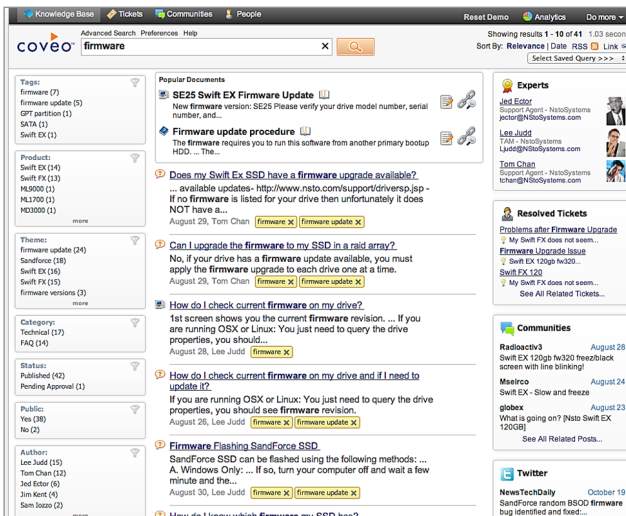
Coveo combines information from virtually any system or channel (enterprise or social) into a common, Unified Index. This includes enterprise systems, such as Salesforce.com and other CRMs, knowledge bases, product defect tracking, file shares, and customer interactions from all channels—voice, chat, email, as well as social media such as Twitter, and communities like Jive.



Multi-Channel Text Analytics—run on the Unified Index—ensures that contextually relevant information is easily correlated with like information from throughout the knowledge ecosystem.

Role-based Insight Consoles drive agent performance to efficiently scale operations

Coveo's Insight Consoles, configured for Customer Service Agents, present key information from disparate systems, automatically consolidated and correlated to increase efficiency while improving customer satisfaction.



The screenshot shows the Coveo Insight Console interface. At the top, there are navigation tabs for Knowledge Base, Tickets, Communities, and People. The main search area displays results for 'firmware'. On the left, there are several filter panels: Tags (firmware: 7), Product (Swift EX: 14), Theme (firmware update: 24), Category (Technical: 17), Status (Published: 42), Public (Yes: 18), and Author (Lee Judd: 15). The main content area shows a list of documents with titles like 'SE25 Swift EX Firmware Update', 'Firmware update procedure', 'Does my Swift EX SSD have a firmware upgrade available?', 'Can I upgrade the firmware to my SSD in a raid array?', 'How do I check current firmware on my drive?', 'How do I check current firmware on my drive and if I need to update it?', and 'Firmware Flashing SanDisk SSD'. On the right, there are sections for Experts (Jed Edor, Lee Judd, Tom Chan), Resolved Tickets (Problems after Firmware Upgrade, Firmware Upgrade Issue), Communities (Radioactive3, Madmax), and Twitter (NewTechDaily).

Agent consoles may be easily configured to meet the specific needs of your agents and overall call center requirements.

- ▶ Reduces the need for multiple system logins and context switching to find information
- ▶ May include suggestions of similar issues, solutions and next actions
- ▶ The always-on Unified Index ensures that the most recent solutions are immediately available to all agents
- ▶ Flattens contact centers by helping all agents solve complex challenges quickly
- ▶ Agents easily drill into information categories, such as specific versions within a product family, giving them detailed information about recent customer issues, similar issues and their resolution, and more

Facilitate inter-departmental collaboration

Coveo Insight Solutions break down information silos to provide the structure and process for Customer Service teams to work more effectively with Development, Product Management, Sales and Professional/Field Services.

- ▶ Provides agents with insights into product defect databases, engineering wikis, and other systems to facilitate efficient issue resolution
- ▶ Reduces overhead and cycles otherwise introduced by duplicate efforts and time-consuming communications

Coveo Insight Solutions run on top of all enterprise systems as well as social media—including popular systems like [salesforce.com](https://www.salesforce.com) and [Jive](https://www.jive.com)—to more effectively understand and manage your customer base.

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

"We tie together over 70 systems internally that we index with Coveo...to get at that information in a meaningful way, allowing agents to better know their customers and reducing case resolution times."



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)

Additional Coveo Insight Solutions for Customer Service include:

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

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 increases agent Insight.