

## A Solutions Suite at the confluence of Enterprise Search 2.0 and Knowledge Management providing superior customer experiences

Coveo Insight Solutions for Customer Service help knowledge-driven organizations with multiple, complex product lines to increase the effectiveness and efficiency of their support operations.

Insight Solutions for Customer Service leverage Coveo's Enterprise Search 2.0 capabilities to give customer service agents, managers, executives and customers immediate, efficient, console-based access to critical customer, product and issue-resolution information – from disparate systems. Coveo breaks down information silos across the enterprise, increasing knowledge sharing and collaboration to drive customer satisfaction and loyalty.

Coveo solutions leverage the full breadth and depth of information available to customer service departments, whether in systems behind the firewall or in the cloud. Integrating unstructured and structured data from online customer communities and forums, wikis, blogs and micro-blogs such as Twitter, together with enterprise information, helps CSRs, managers and customers to immediately resolve issues regardless of the information source.

### Coveo Insight Solutions for Customer Service

#### 1. Customer Service Agents

Consolidated views of customers, cases and accounts deliver dynamic, ubiquitous data from throughout the entire knowledge ecosystem, turning this disparate data into actionable insight to help solve customer challenges faster, helping to scale growing contact centers efficiently while increasing customer satisfaction and loyalty. Particularly important for second and third-level agents, the Coveo Solution makes short work of the most complex and costly customer challenges.



#### 2. Customer Self-Service

Web-based self-service gives customers 24/7 access to information about their cases, products, and potential issue resolution to help customers solve challenges on their own. This solution leverages customer community data, as well as other social channels, along with product information and case histories to help customers access the information they need, when they need it.

#### 3. Customer Service Managers

Customer, product, operational and people views, in consoles and dashboards, give customer service managers and executives a holistic overview of their business. Such improved insight into the operational and business metrics and trends driving their business helps them to make more agile, informed business decisions and better manage resources, set priorities and optimize throughput and capacity.

### An extensible, scalable, secure Enterprise Search 2.0 Solution

Based on Coveo Enterprise Search 2.0 technology, Coveo Insight Solutions for Customer Service pull data from across the enterprise knowledge ecosystem to provide composite views that yield actionable insight in multiple formats.

The Coveo technology:

- ▶ Handles structured and unstructured information, in records, text, voice or video, behind the firewall or in the cloud
- ▶ Enables search and retrieval as well as information monitoring and correlation in real time, providing dynamic intelligence about customers, product and service issues as well as customer service operations
- ▶ Provides the immediacy, context and depth of information required for agents to better perform, through purpose-built views
- ▶ Eases navigation through data and provides at-a-glance computed analytics with unique, SmartFacets™
- ▶ Easily extends information access to other departments within your organization for better decision-making throughout the enterprise

#### Advanced capabilities

- ▶ **Expertise finding** – allows users to identify colleagues that hold specific knowledge or expertise by analyzing the electronic information created by each person. This automatic, implicit approach yields significantly better results than manual, explicit declarations of expertise
- ▶ **Root-cause analysis** – automatically correlates related information, even across multiple systems, providing the basis for improved business processes across the enterprise, including customer service, sales, product development & engineering
- ▶ **SmartFacets™** – Coveo's latest development in navigating and computing search results, bringing business analytics capabilities to all users – enabling better, more agile decision making. SmartFacets dynamically compute sums, averages, minimum and maximum values, as well as numerical ranges for facet values
- ▶ **Insight Consoles** – Role-based Insight Consoles present key information from disparate systems, automatically consolidated and correlated to provide actionable insight that increases efficiency and enables better, more informed decision-making

- ▶ **Multi-Channel Text Analytics** – Coveo brings contextually relevant content, including unstructured data in customer feedback from both internal and external communities and social media including blogs, communities/forums, wikis, and micro-blogs such as Twitter, together with information from disparate enterprise systems and repositories. This enables users from customer service to product development and sales to better understand, leverage and react to customer feedback, insights and sentiment

#### Coveo Insight Solutions for Customer Service 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)

#### See Coveo Insight Solutions in action

With Coveo Insight Solutions for Customer Service, call center agents, 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](mailto:info@coveo.com).