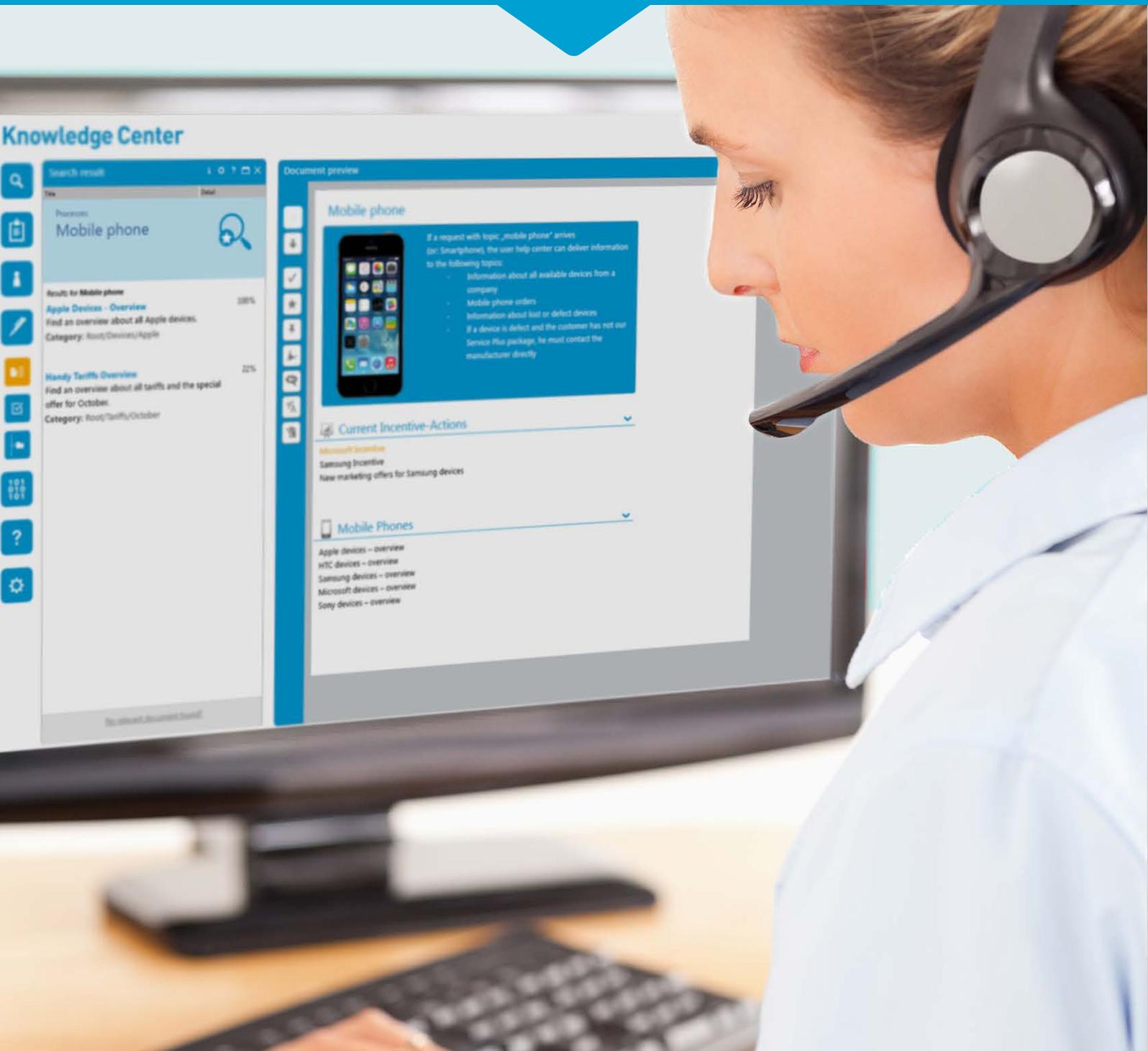


THE ACTIVE KNOWLEDGE BASE FOR PROFESSIONAL CUSTOMER SERVICE

Your service team is the first and often only contact customers have with your company. That's why quick answers and solutions that meet the customer's needs are crucial for a positive impact on the service center's KPIs.



ACTIVE KNOWLEDGE MANAGEMENT WITH KNOWLEDGE CENTER

The use of smart knowledge management systems in service centers is increasingly becoming a critical factor for success. Conventional knowledge bases usually just manage and search standard documents.

— Knowledge Center is different. It quickly and automatically processes and displays the correct content for your service employees so they can work more productively.

We've drawn on our many years of experience and best practices gleaned from countless successful customer projects to create the next generation of Knowledge Center, a single integrated system packed with innovative features.

The crucial factors that determine customer satisfaction with your service include:

- A consistently high quality of service
- Interaction over all relevant communication channels (multichannel function)
- Rapid responses to questions (call handling time)
- Complete resolution of customer issues (first contact resolution rate)

YOUR BENEFIT IN NUMBERS

- 50 % greater productivity
- 40 % improvement in first contact resolution rate
- 80 % shorter training period
- 30 % less time needed for follow-up work
- 70 % fewer documents
- 100,000+ satisfied service team members

Intelligent support with our ACTIVE functions



ACTIVE search

- Automatically creates topic overviews for all relevant information
- Finds the right document quickly and precisely



ACTIVE documents and questionnaires

- Provide interactive, step-by-step guidance to the right solution
- Navigate the user to the right answer (questionnaires)
- Graphically display decision trees



Interagent chat

- Supports active knowledge sharing in the team through an integrated chat feature
- Automatically transfers solutions to the knowledge base



E-learning

- Pinpoints information on new content
- Trains and tests employees as they work

The ACTIVE knowledge base for all target groups

— Every user group has its own particular requirements for a knowledge base. Knowledge Center delivers outstanding solutions to meet these needs.

 <p>Service agent</p>	 <p>Editor</p>	 <p>Manager</p>	 <p>Customer</p>
<ul style="list-style-type: none"> • The right context-specific information is provided each and every time • Wizards actively guide the user • Employees remain well-informed thanks to innovative features • Intelligent references, including frequently used solutions, are given • Users have the option to provide feedback 	<ul style="list-style-type: none"> • Documents can be quickly and easily created using templates • Each user has a personal task area with automatic notifications • There is less effort needed to maintain documents • Secure archiving, versioning and accessing of documents is possible 	<ul style="list-style-type: none"> • Standard reports are predefined • Evaluations are insightful • Goal-oriented management of service center is supported • Knowledge Center can be fully adapted to internal workflows and processes 	<ul style="list-style-type: none"> • Help in responding to questions and problems is quick and easy • Knowledge is available over multiple channels, including websites, social media and customer forums • Ticket entry is easy, should a suitable answer not be found • Web self-service is available

Multichannel function: Identical information in every channel

Knowledge Center provides precisely tailored information to each particular channel, adapting this to the channel's specific features. The advantage here is you only have to maintain this knowledge once.

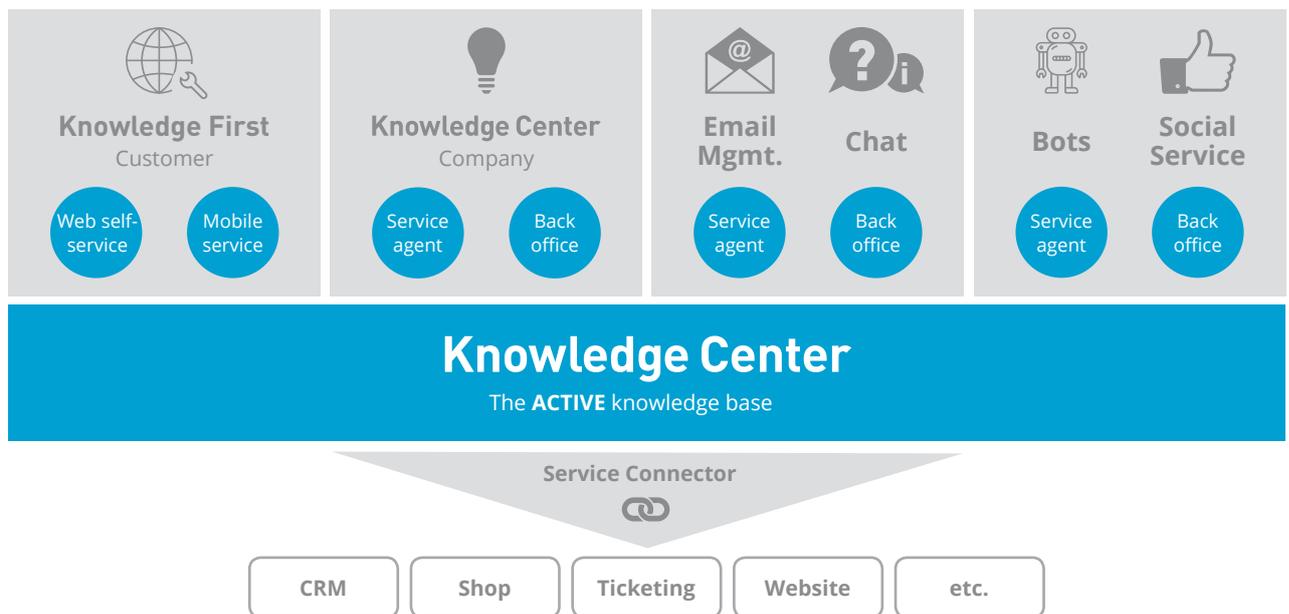


Knowledge contained in Knowledge Center, for example, is displayed for the “website” channel using the web self-service Knowledge First. This service is simply and seamlessly integrated into your homepage and actively offers the right content on the basis of where the user is currently navigating on the website. Knowledge Center also connects to leading email-management and chat systems as well as to service bots.

Simple system integration with the Service Connector

— Knowledge Center offers a variety of interfaces that use state-of-the-art SOAP technology or web services. An integrated Service Connector with secure authentication and authorization streamlines the process of connecting to a wide variety of different applications. You can also adapt the interfaces to meet your company's needs, so you can, for example:

- Integrate Knowledge Center into portals, intranets or websites as a self-service solution
- Connect Knowledge Center to email systems (correspondence management)
- Integrate chat services into Knowledge Center
- Integrate service bots into Knowledge Center
- Provide solutions through social media
- Integrate Knowledge Center into existing CRM, shop or ticket systems
- Link Knowledge Center to external document management processes



Unymira – Benefit from know-how and experience

— For more than 20 years, we have delivered professional solutions that enable our customers to use knowledge efficiently in their service activities. Our excellent consulting services and practical approach have contributed to the success of countless customer projects across all industries and disciplines. Whether rolling out a completely new knowledge management system, replacing an old system along with migrating your data, or implementing a higher release version, our qualified team of consultants fully supports you throughout all phases of your project.

"Knowledge Center meets most requirements just in its standard version – and that really impressed us when we came to choose a solution. What makes it stand out from other knowledge bases is the ACTIVE documents, which let you present complex topics understandably. That means users can prepare information quickly and directly pass this on to their customers."

Jana Mollenhauer, Service Center Information Consultant, DB Dialog GmbH



Contact us today. We'd be pleased to have the opportunity to discuss your needs with you!