



Contact Centre Solutions

Universal Knowledge empowers your contact centre agents with a self-learning, intuitive knowledge management solution using natural language and fragment technology to improve customer engagement and increase customer loyalty.

In the modern contact centre the most important customer satisfaction marker is the ability to answer the question or query first time. It's all about the customer experience and engagement. In a highly competitive market, delivering superior customer service and support is paramount in acquiring new customers and importantly, retaining valued customers.

Universal Knowledge has the proven capability of equipping customer service agents to move with speed to quickly and accurately identify the issue that needs to be addressed and select the best resolution for that particular issue, increasing FCR and reducing AHT and training times.



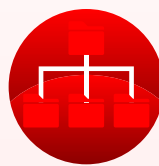
Search

Universal Knowledge's Natural Language Search and fragment technology ensures agents find consistent answers quickly.



Multichannel

Universal Knowledge sits at the core of every channel, providing consistent, quality customer experiences regardless of the communication route that the customer chooses.



Taxonomies

Improve the speed of access to information by structuring information into taxonomies. This enables agents to filter documents according to categories.



Notifications

Automatically push important news bulletins or daily briefings to achieve full traceability of who has both received and read notifications, delivering communications to the front line.

By empowering agents with access to an advanced knowledge base with sophisticated Natural Language search capabilities, they can ask questions digitally. *Universal Knowledge* ensures through fragment technology and machine learning, that results will not only be accurate but also pinpoint the answer. In this way, call centre agents can greatly improve the speed it takes to reach a resolution therefore increasing customer engagement and driving customer loyalty.

For further information or for a no-obligation demonstration, contact us today.



Knowledge Management Software

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