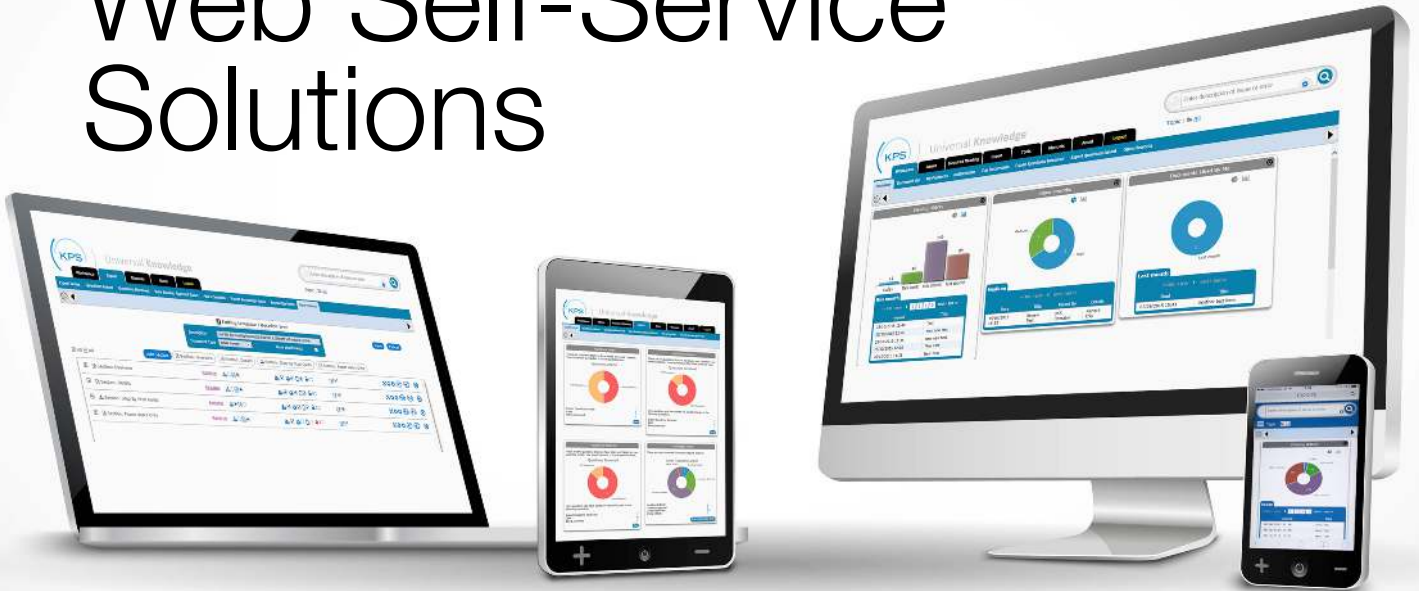# Web Self-Service Solutions

Save time and improve your 24/7 customer experience by creating a seamless interface between *Universal Knowledge* and your company website, from Natural Language Search to a Customer Knowledge Portal, allow your customers to find information quickly and easily and empower them to solve their own queries.

By using natural language search, fragment technology and machine learning, we can help businesses to enhance customer service engagement by improving first contact resolution rates when customers are self-serving, boosting customer satisfaction and deflecting costly inbound calls.

Email and multi-channel responses can be handled consistently with accurate responses coordinated from a single knowledge base.

Imagine typing a question into a search box and not being able to get a relevant or accurate response? It's an instant negative experience for customers. The aim is to ensure that customers can help themselves. Self-service has numerous potential benefits including: enhancing the customer service experience, reducing operational costs, increasing customer satisfaction and brand loyalty.

Self-Service Portal

Auto FAQs build as your customers interact (set auto populate daily, weekly, monthly, annually) with a high level global view of your knowledgebase.

Search Technology

Understand the context and intent of your customers' queries and provide accurate answers online first time through gearing up your website with our Natural Language Search technology.

Social Media Integration

Consistent answers regardless of channel. Engage with customers and allow them to self-serve using a variety of social media platforms.

Auto-email Facility

Providing your customers with access to fast and accurate responses via email has never been easier and is a sure fire way to boost customer satisfaction and increase speed of response.

The *Universal Knowledge* web self-service software is designed to be slick, user friendly and most importantly allows users to find the answer to a question or query first time. Having worked with many clients across different industry sectors, KPS have gathered insights on how to create a self-service experience that encourages user adoption.

KPS provides a global knowledge management platform where contacts and relationships with customers can be personalised through self-service, regardless of the channel chosen, ultimately enhancing and improving the customer experience.

KPS Knowledge Management Software

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