



## Prescience™ for Contact Centre

### Benefits

#### ● Increase agent productivity:

patented search technology allows agents to find the right answers quickly and more accurately.

#### ● Lower average handle times:

service more customers with confidence and eliminate the number of times agents place customers on hold unnecessarily.

#### ● Minimize training efforts:

decrease product training efforts, accelerate staff ramp-up times and provide high-quality service.

#### ● Capture and retain knowledge:

increase peer-to-peer knowledge sharing and prevent the loss of essential subject matter expertise when employees move on.

#### ● All the advantages of an enterprise cloud solution:

improved deployment times, flexible subscription-based pricing, enterprise-grade cloud security and scalable performance.

### Get to the right answer 2x faster

Brand perceptions are profoundly shaped by service and support interactions. Today's business models put a premium on customer retention, so loyalty has become an essential source of profit. Organizations that are successful in creating outstanding customer experiences will not only ensure customer loyalty; they will drive significant revenue for the business. However, ensuring consistent, high-quality customer service is more challenging than ever for a number of reasons:

● Today's call centre agents handle an increasingly diverse range of issues that affect almost every aspect of a customer's experience with a business, from sales order issues to customer service complaints.

● As larger businesses use consolidated contact centres that support multiple products and services, heavier burdens fall on a fewer number of agents who, in most cases, have difficulty finding the information appropriate for each enquiry.

● Customers expect every delivery channel of your business to provide consistent and accurate information. However, the content provided across these channels is maintained separately, resulting in discrepancies and customer frustration.

To be successful in consistently delivering outstanding customer experiences, contact centres need a modern knowledge solution that provides instant access to information that is vital to supporting the complete customer journey.

Transversal provides essential contact centre solutions to help you deliver outstanding customer experiences. The solutions are designed to provide a real-time content creation and delivery medium for contact centre agents, equipping them with instant, one-click access to all information relevant to the complete customer journey.

### Turn every agent into a seasoned expert

These powerful new solutions leverage Transversal's Prescience™ platform and patented search technology to instantly find relevant answers and eliminate time-consuming research. Transversal makes it easy for every agent – whether novice or expert – to find the most accurate answer that matches the intent of the question as quickly as possible. The result is an exceptional service experience that increases agent productivity, improves first contact accuracy and exceeds customer expectations.



Winner of  
the CCA Best  
Technology  
Partnership  
Award three  
years in a row

# Key solution features

## Find answers with ease

### Patented search technology

Transversal's Memory Engine™ technology stores and recalls information in the same way that the human brain thinks. The result is a search technology that quickly delivers highly accurate results.

### Self-improving search

The system gets “smarter” as it is used, constantly increasing the relevancy of answers it provides for support agents.

### Improved APIs for CRM

Simple two-way APIs provide an integrated desktop for CRM and agent intelligence that streamlines the process of answering customer questions – no more re-typing or time-wasting research.



## Leverage your experts

### Multimedia content authoring

One-click access to real-time authoring tools empowers agents to contribute solution content as they resolve inquiries.

### Flexible workflow approvals

Everything you need to automate the authoring, review and approval process. The easily configurable workflow tool assigns tasks, creates deadlines and routes agent contributions through a streamlined approval process.

### Organize content with ease

Our modern approach to knowledge removes the burden of manually assigning keywords, tags and links. Transversal's knowledgebase is self-learning, automatically analyzing new content and preparing it to be searched.

## Improve the experience

Transversal provides comprehensive reporting tools to measure agent effectiveness and guide knowledge improvement. Detailed analysis can help support centres determine where content is missing, increase the timeliness of knowledge content, and improve overall quality of their products. Reports can be customized and exported for further analysis and presentation.

## Simplified administration

### Flexible security and user roles

Point-and-click administration tools let business users define processes, setup user groups, create article templates and restrict access controls so you can define the granularity of information access.

### Maintain content quality

Automatic document archiving sets review or expiry dates for individual knowledge articles. Document version control adds complete audit trail capability letting you track who is making changes and when they were made.

### Personalized workspace

Our technologies are modular so you can add new features quickly. Smart widgets such as service alerts, find an expert, or any other specialized content can be easily configured. You can also provide concierge assistance and one-click access that best supports the individual needs of both novice and seasoned agents.



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