

ATTIVIO®

Do you have a truly monstrous Frankenstein support stack? Like free-falling or showing up to class naked, your Frankensteinish nightmare is all too common. It's typical for support reps to use as many as 8 to 12 different tools to solve problems.

Fear not! Attivio can help you confront your very own monster. Using Attivio you can unify all your various sources of knowledge into a single, accessible, and actionable beauty.



CRM

Salesforce
Oracle
Microsoft Dynamics
SAP

CHAT

Yammer
Slack
Chatter
Workplace
by Facebook
Intercom
Drift

ONLINE DRIVE

DropBox
Google Drive
Microsoft OneDrive

EMAIL

Outlook
Gmail
Apple Mail

PRODUCT DOCUMENTATION SYSTEM

Jira
Slack

TICKETING & WORKFLOW

Jira
ServiceNow
Zendesk
Freshdesk

FILE STORE OR SHARE

FAQ WEBSITE

SOCIAL

Twitter
Facebook
LinkedIn

INTRANETS

Sharepoint
Jive
Wikipedia
Confluence

20%

OF SUPPORT STAFF'S TIME IS CONSUMED SEARCHING ACROSS TOOLS

- MCKINSEY

72%

OF CUSTOMERS BLAME POOR CUSTOMER SERVICE FOR HAVING TO EXPLAIN THEIR ISSUE MULTIPLE TIMES

- ZENDESK

79%

OF CUSTOMERS WHO SHARE THEIR COMPLAINTS ONLINE SEE THEIR COMPLAINTS IGNORED

- RIGHTNOW

67%

OF CUSTOMERS HANG UP THE PHONE IN FRUSTRATION WHEN THEY CANNOT REACH A CUSTOMER SERVICE REPRESENTATIVE

- FORRESTER