CUSTOMER SUPPORT

Deliver Outstanding Experiences

Whether your customer support is automated, online, or through service reps, providing answers quickly is the key to increasing satisfaction and reducing churn.

With cognitive search at the core of your support systems, you have the power to deliver outstanding experiences.

Contact Centers

What if all of your customer-related information was easily accessible from a universal search system? Would your agents be better equipped to offer a superior customer experience?

With the Attivio Platform to drive cognitive search and insight for your contact centers, you:

- **Know your customer,** by creating a complete view of the customer's experience across channels – support tickets, email, chat, social media, etc.,

- **Accelerate time to resolution,** by instantly delivering highly relevant answers to your support reps,

- **Provide proactive recommendations,** before your agents even need to search.

By giving customer-facing teams immediate access to all information relevant to a customer, case, or situation, you eliminate time-consuming hunt and peck and ensure higher quality customer-facing interactions.

COGNITIVE SEARCH AT THE CORE

Would having a comprehensive view of all customer information and interactions with your company enable your support reps to deliver outstanding experiences?

Attivio's customer support solutions give a comprehensive view of your customer's interactions with your company by leveraging AI capabilities, such as machine learning, natural language processing, and text analytics, to deliver the best answers, faster.

Wherever your disparate information sources live, cognitive search delivers the answers and insights you need.

Self-service Support

If your customers could find the answers they need, instantly, would that increase satisfaction?

With the Attivio Platform to drive cognitive search and insight for your self-service systems, you:

- **Deliver answers,** not just a list of results.
- **Increase case deflection.** Let your customers solve the routine problems on their own.
- **Reduce the cost of support.** Fewer customers calling the helpdesk is a win-win.

In the digital age, few customers the patience for manual, hunt-and-peck searching for answers and support. With easy, intuitive search at the core of your self-service experience, you'll keep your customers engaged.

Preventive Maintenance

What if you could leverage a complete view of all system data to proactively track trends and patterns? Whether you're working with jet engines, oil and gas wells, or heavy machinery, you need to support your customers with excellent maintenance systems.

- **Get a 360-degree view,** by leveraging all structured data and text-based information relative to the system,
- **Protect systems and prevent failures,** by detecting trends and patterns early,
- **Reduce operational expenses,** with the ability to separate the signal from the noise.

By fully understanding all the data signals – whether machine-generated IoT data or human-generated maintenance notes – you can support your customers in a cost-effective manner.

THE ATTIVIO DIFFERENCE

Attivio's foundational technology powers four unique differentiators.

INFORMATION INTELLIGENCE
Reveal relationships and insights across structured and unstructured silos through contextual enrichment and semantic understanding.

USER EMPOWERMENT
Anticipate individual information needs and boost productivity by enabling people to find critical information at the point of need.

SECURE ENTERPRISE PLATFORM
Adapt to the most complex data and IT ecosystems, while enforcing rigorous security policies at global scale.

PROVEN EXECUTION
Turn data and content into strategic advantage on the most complete and proven cognitive platform silos to deliver unique insights.