



MOXIE KNOWLEDGE

24x7 Accurate Information for Your Customer Service Agents

THE INDUSTRY CHALLENGE

It's often difficult to find vital company information for both enterprises and small businesses alike. Imagine how your agent feels if they struggle to find the information they need while attending to a customer.

Today, more and more customer service agents rely on knowledge management tools as a primary resource for providing answers to customer queries. Maintaining accurate information and managing this knowledge repository can require a company to employ expensive resources such as IT professionals, web designers, and developers.

By deploying a robust and powerful knowledge management solution, your company will realize the benefits of increased agent productivity, improved overall customer satisfaction, and reduction of data management overhead.

"It is important for VOO to work with a company that understands our business and the specific requirements of a telecoms player. We are using Moxie's new portal to provide Web Self-Service to our customers online. We also use Moxie Knowledge for our internal agent support. We expect Moxie's solution to significantly enhance our customer's and agent's online service and user experience."

– Patrice Graillet, Manager, e-customer care at VOO (Leading provider of cable television service to Belgium's Brussels and Wallonia regions)

THE MOXIE SOLUTION

Moxie Knowledge provides around-the-clock access to a scalable web-based application where organizations store and publish data, content, and help files for web self-service, contact centers, and employees. Flexible article access, robust review workflow, and simple authoring enhance the centralized knowledge repository. Powerful reporting indicates which articles users seek and what information is unavailable, driving continuous improvements.

Praised by customers and industry analysts alike for its ease of use and reporting functionality, Moxie Knowledge is completely integrated across Moxie's assisted and Self-Service channels, improving service quality and increasing first contact resolution success.

Benefits

- **Low IT Overhead:** Easy-to-use web interface for administrators and content managers extends and grows with your enterprise.
- **Saves Time:** Quickly execute large-scale content changes without manually touching individual articles; a single user can implement system wide changes to security, Meta data, and taxonomies in minutes.
- **Self-Service Portal:** Deflect inquiries away from call center agents to the web.
- **Increase Agent Productivity:** Sophisticated technology simplifies search queries and allows the agent to find documents quickly and more accurately.
- **Consistent Relevant Information:** Assures retrieval of current information; centralized, easily accessible repository for subject matter experts.
- **Powerful Reporting:** Measure article retrieval satisfaction, searches, and ROI with reports.



KEY FEATURES

Content Creation Tools

- Configurable workflow engine for article authoring
- Powerful WYSIWYG HTML editor
- Add attachments to articles
- Instant publishing capabilities and import flexibility
- Make massive content changes without manually changing each article separately
- Batch updates for article property or Taxonomy
- Autosave and Autorecover content online and access it via any computer
- Future availability and expiration features

Find Information Easily

- Search by keyword, synonyms, hyponyms, hypernyms
- Content Widgets for search experience, hot topics, top FAQs and latest articles
- Escalate to assisted service

Complete Portal Framework

- Public portal for unrestricted access
- Private portal for controlled permission access
- Public or private portal displays topical articles and alerts upon login

- Portals conform to internationally recognized WCAG 2.0 AA accessibility standards

Mobile Capabilities

- Widget based, highly customizable user experience
- Responsive design

Integration

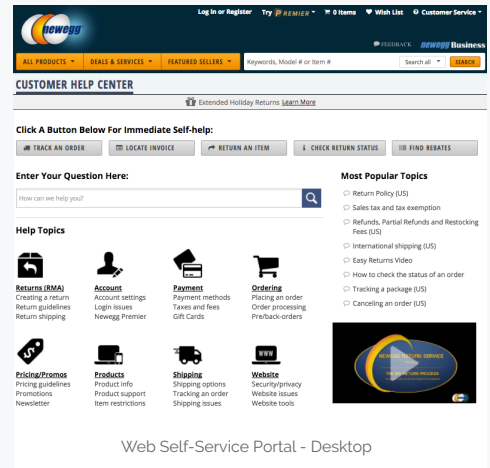
- RESTful API and Content Widgets for flexible and highly customizable solutions
- Enhanced API for returning user and article data, supporting article browser functions, and create custom portals
- Personalized customer experience
- Integrate with ordering, fulfillment, ticketing, and other back office systems
- Integrate with CRM solutions - Salesforce.com, Microsoft Dynamics CRM, BMC Remedy

Powerful Reporting

- Search results reporting
- Dynamic ROI results
- Article usage tracking
- Full logging and article history audit trail

"Moxie's digital engagement technology enables us to provide relevant assistance to our loyal customers, especially those who prefer to self-serve." "Through the Moxie self-service portal, our customers can be on their mobile device and easily find valuable product information on their own whenever they'd like. Additionally, when a customer requires live assistance, Moxie's live chat allows that person to instantly connect with a Newegg representative."

- Sue Martin, VP of Customer Service at Newegg.



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