



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 make massive 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 standard and customized 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 notebook or desktop computer
- Future availability and expiration features

Find Information Easily

- Search by keyword, attribute, language
- Search by synonyms, hyponyms, hypernyms
- Support remote searches and intuitive category searches
- Access most relevant articles with 'Smart Synopsis'
- Content Widgets for search experience, hot topics, top FAQs and latest articles
- Guide customers through their questions with 'Solution Finder'
- Escalate to assisted service

- Index and federate SharePoint repositories into search results with 'SharePoint Search'
- Create portal site maps and submit for inclusion to Google results with 'Search Engine Map Export'
- Over 100 languages recognized by the search engine when scanning articles

Complete Portal Framework

- Public portal for unrestricted access
- Registration portal to track access
- Secure portal for controlled permission access
- Personalized portal displays topical articles and alerts upon login
- Offline portal to support remote or disconnected users
- Article subscription system, ratings and reputation

Mobile Capabilities

- Widget based, highly customizable user experience
- Social tools to post articles to twitter, facebook, and also send via email

User Management

- Password protection and new security protocols for internal and external users, designed to meet current industry leading best practices
- Active Directory configuration and manage Active Directory group mappings

"The numbers are impressive. Comparing the six-month period before the Knowledgebase launch to the six-month period after the Knowledgebase launch, Siemens technical support experienced a 34% decrease in support calls."

– Siemens



Smart Personalization

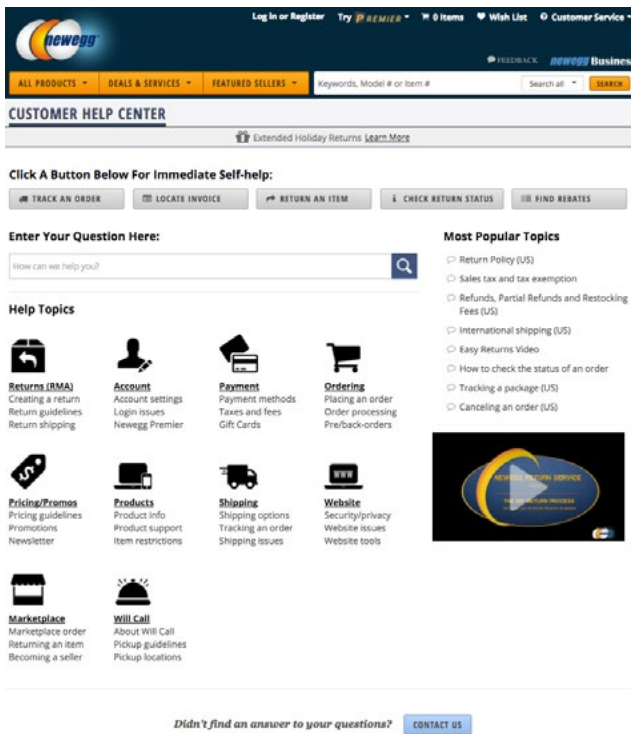
- RESTful API and Content Widgets for flexible and highly customizable solutions
- Enhanced API for creating users and articles, returning user and article data, supporting article browser functions, and create more powerful customer portals
- Personalized customer experience
- Integrate with ordering,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

- Eliminate multiple sign-on
- Eliminate maintaining users /profiles in multiple systems
- Eliminate managing complex access permutations

Powerful Reporting

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

Moxie Knowledge™ is a flexible, scalable web self-service tool with an easy-to-use interface, superior search experience via Mobile devices for the mobile workforce customers and users. Minimal IT involvement assures an overall lower total cost of ownership.



Web Self-Service Portal - Desktop



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