

ENTERPRISE SEARCH EXTENSIONS

Powerful Search Capabilities for a Better Service Quality

THE BUSINESS PROBLEM

Companies today, need to unify their diverse information environments. They find it difficult and time consuming to find the right information during customer interaction.

Knowledge Management along with robust enterprise search tools plays a vital role for companies providing customer service and support. It enables agents to effectively and efficiently respond to customer inquiries and provides users with contextual and personalized self-service experiences.

The demand for retrieval of relevant and accurate corporate information remains strong.

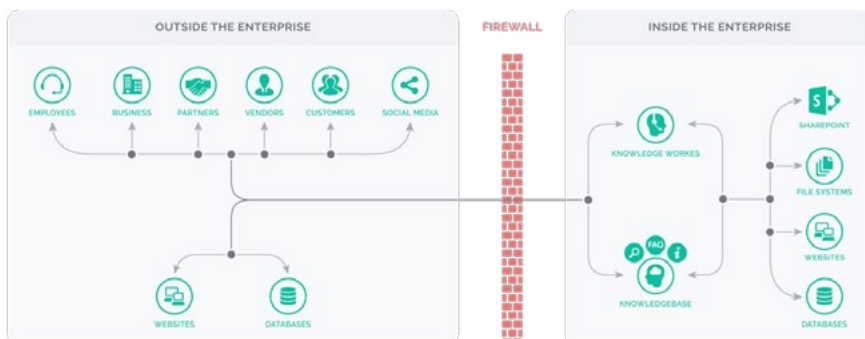
THE MOXIE SOLUTION

Moxie Knowledge™ utilizes advanced pattern matching technology to understand information in context. It identifies concepts and automates processing across hundreds of formats and more than 100 languages. Moxie Knowledge delivers world class search capabilities in a powerful yet easy to use Knowledge Management system. It improves first contact resolution rates with knowledge driven web self service and assisted service.

Moxie Knowledge Enterprise Search Extensions extend the search capabilities beyond the confines of the Knowledgebase. Whether information is structured or unstructured, resides in a single location or multiple repositories across the enterprise or around the world, Moxie Knowledge Enterprise Search Extensions capture and understand information that you can control and ensure gets to the right person at the right time.

Benefits

- **Channel Choice:** Provide customers the channel of their choice – SelfService (Knowledge base), Email, Chat, and Phone. Deliver crosschannel interaction history to agents, improving customer satisfaction
- **Information Access and Aggregation:** Organize internally and externally-facing knowledge repositories and provide access to legacy system information. Augment current customer relationship management systems with multi-channel interaction management
- **Measure and Optimize:** Improve insights with cross-channel reporting. Optimize the relationship between the customer and the agent through a richer customer incident summary
- **Scalable, Reliable, and Secure:** Handle millions of interactions seamlessly and cost-effectively. Protect critical information with the latest security advancements



Moxie Knowledge - Enterprise Search



KEY FEATURES

Remote Web Site Search

Retrieves pages and documents from remote Web sites and automatically indexes them into the Moxie Knowledge. Web site pages are analyzed individually for content as well as links to other pages or documents. Links are followed conditionally based on configuration providing a broad reach for retrieving and indexing content. Multiple remote Web site retrieval configurations are possible, and retrievals run simultaneously making processes timely and efficient.

- Supports multiple retrievals with independent starting points
- Multiple criteria for content filtering
- Configurable login methods, support for HTTP, SSL, Proxy and Firewall Authentication
- Follows robot protocol
- Configurable URL, Page, Navigation criteria
- Broad reach for retrieving and indexing content

Remote File System Search

Retrieves documents on networked file systems and automatically indexes them into Knowledgebase. Automatic syncing ensures the Knowledge index reflects document updates and deletions so users have the latest information at all times. Multiple remote file system retrieval configurations are possible and run simultaneously making processes timely and efficient.

- Supports directory or file list based indexing with automatic recursion
- Content filtering based on file extensions and dates
- Supports popular file systems including Windows, UNIX, and Novell

Remote Database Search

Retrieves content from any DBMS that supports ODBC and automatically indexes the content into Moxie Knowledge. Retrieval configurations are extremely flexible and use standard SQL queries that enable administrators to specifically target data, even when multiple tables or databases are required. Multiple remote database retrieval configurations are possible and run simultaneously making processes timely and efficient.

- Supports standard ODBC connectivity
- Supports custom SQL queries
- Supports one time as well as recurring retrievals
- Supports custom HTML/CSS formatting of results

Sharepoint Search

Retrieves documents and sites and automatically indexes them into the Knowledgebase, including rich media stored in document libraries, site collections and individual sites, list items such as Wiki pages, calendar items, and tasks.

- Retrievals are incremental and index only content that has changed per the SharePoint change log.

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

- Siemens



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