



Self-Service:

Letting customers take care of themselves

Free Webinar: Thurs 15th November 2012 - 1.00pm

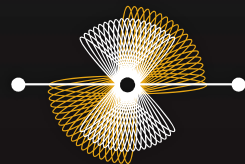


Self Service

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INTERACTIVE INTELLIGENCE

Deliberately Innovative



Self Service: Help yourself!

- Self Service: What's needed?
- Touch Tone, Speech, Text to Speech
- Mobile apps
- Automation + Web Self Service = Delighted customer
- Bringing it all together

Self Service: What's needed?

- Friendly “User Interface”
 - Keep it simple
 - Short menus
 - Intuitive choices
 - Safety net...informed human agent
- Identify and verify
- Fast answers
- Allow talk over
- Confirmation back to the customer
- Update CRM
- Gather user feedback



Touch Tone, Speech, Text to Speech

- Being challenged
- Bulk of installations
- Heavy lifting projects
 - Costly
 - End of live
 - Systems integration
 - Customer silo
 - Call routing decisions
- Barriers to customer service
- Not self service, more call routing
- Needs new thinking



Mobile apps

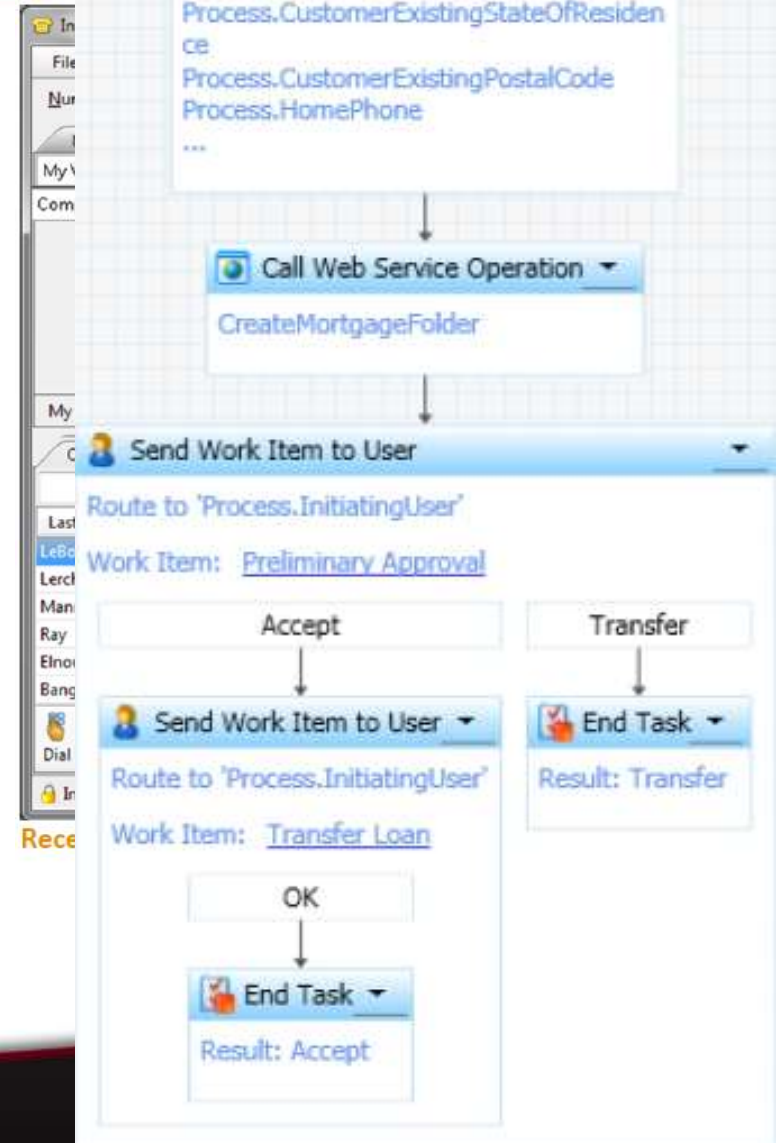
- Customer's "Like"
- Wherever they like
- Smart Phone / Tablet
- Elegant - easy
 - Screen pop why
 - Resolve quickly
- In house control and change

- Check out
- Interaction Mobilizer



Automation / Web Self Serve

- Join Online experience
- Contact centre & Back office
- Easy design environment
- Communications based
- Update's customer on progress
- Manage the process
- Route work
- Real-time / historical reporting
- Efficient back office
- Keep your customer promise



Bringing it all together

- One vendor
- One application built for purpose

Calls in/outbound	Chat	Email	SMS
Social	Routing / Skills / Call backs	Reporting Real- time / Historical	Recording / IVR Recording
Workforce Management	Satisfaction Surveys	Knowledge base	Home working
Multi Language	IVR / Speech or Text To Speech	Real-time Speech Analytics	CRM Integrations
Mobile Apps	Process Automation	Unified Communications	Disaster Recovery

- Software 100% authored by ININ
- Cloud or On-Premise

Bringing it all together just for Self Serve!

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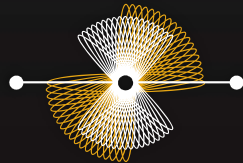
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