

ContactQ

What is Self Service

Customers are choosing to interact via messaging and web systems in preference to using the phone—Here's how you can stay connected to you customers in this changing world, without blowing your IT Budget

Self-service IVR systems provide callers or web site visitors with the ability to access relevant information or data specific to them 24x7x365 days a year without the need for staff interaction and are very cost effective to provide, working with your existing website

When integrated with Chat to the benefits become even more apparent -allow written Self -Service Agentless interactions.

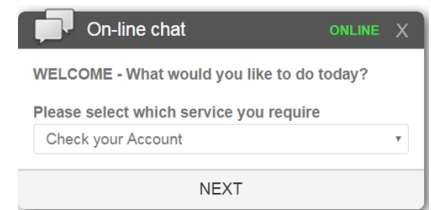
Benefits of Self Service

- Even the very smallest business can benefit
- Available 24x7x365
- No Staff required—Staff are the biggest cost to your business
- Fantastic Return on Investment
- Allows your customers to choose how they interact with you
- Remove "low value" or repetitive interactions from Staff's workload
- Increased Customer Satisfaction
- Access to information even when closed
- Reduce calls/contacts in queues
- Increased SLA performance with low investment

Consider that with an average salary of £17000, and a performance increase of 20% a business with 10 Agents saves £ 34000 per annum providing a payback within months

Common Self Service applications:

- Surveys and polls
- Simple order entry transactions
- Selective information lookup (i.e. Account Balance, Make Payments, Order Status, Movie Schedules)
Engineers Call Outs, Conveyancing Status
- Bank and stock account checks
- Alternative or priority routing of calls such as VIP Customers



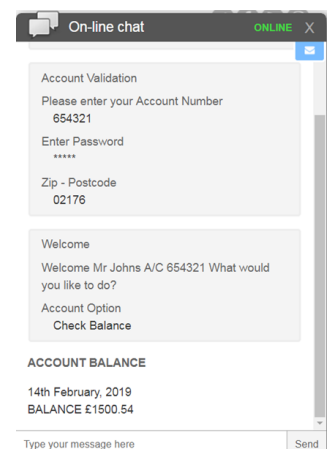
On-line chat ONLINE X

WELCOME - What would you like to do today?

Please select which service you require

Check your Account

NEXT



On-line chat ONLINE X

Account Validation

Please enter your Account Number
654321

Enter Password

Zip - Postcode
02176

Welcome

Welcome Mr.Johns A/C 654321 What would you like to do?

Account Option
Check Balance

ACCOUNT BALANCE

14th February, 2019
BALANCE £1500.54

Type your message here Send

ContactQ

What is Self Service

Who uses Self Service

All types of organizations small and large can benefit from using IVR technology:-

- Service Industries with remote field staff
- Sales departments and customer services
- Advertising and marketing agencies
- Market research
- Debt management
- Charities and fund-raising
- Insurance and Banking
- Government and utilities

Why ContactQ Self Service

Chat with a live Agent only when appropriate

Fully Integrated within the ContactQ suite managing inbound outbound calls and emails

Improve call handling – caller details shown to advisors prior to answering with Self Service history detailed, to save repetition and time and improve service

CRDD added Contact Q self service to their website allow customers to get in touch at any time to check the status of Call-outs and Orders

Challenges—Limited Budget

No Out of Hours facilities

Too many phone calls at peak times

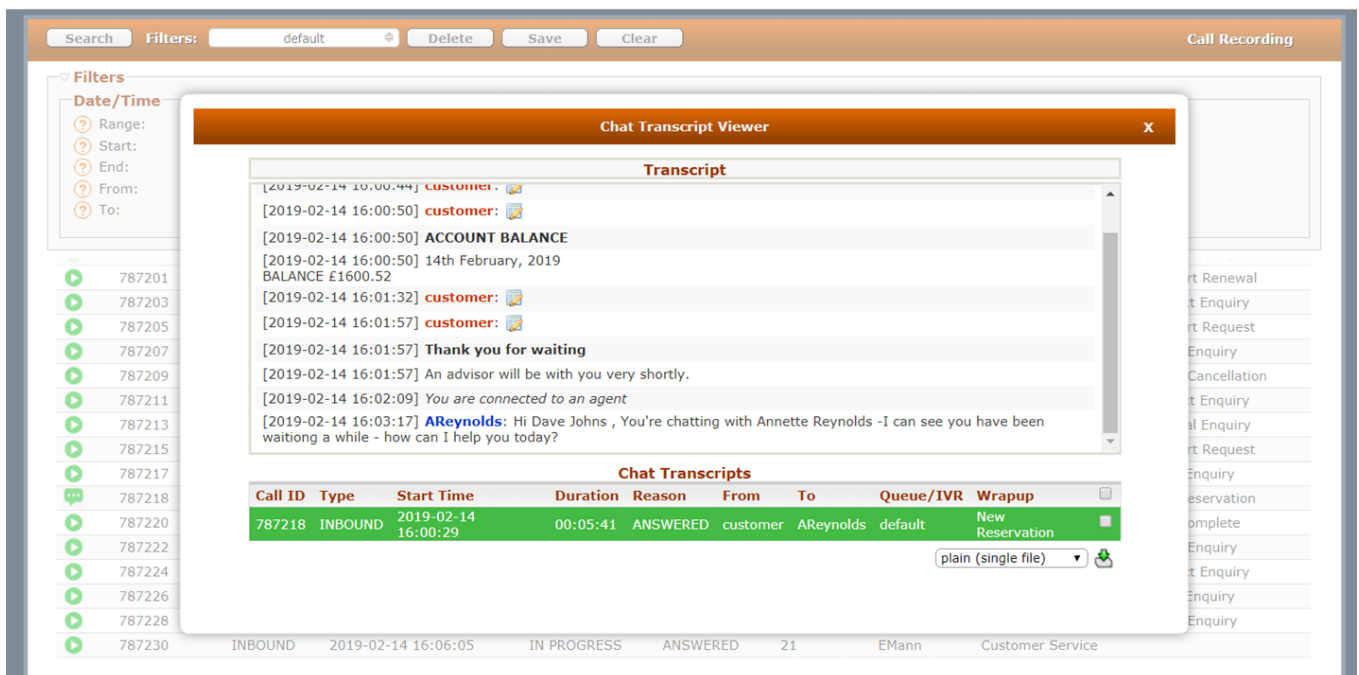
No Audit trail of contacts

Benefits—Users of self service allowed call queues to reduce drastically

Improved Customer service and Feedback

Better Management of Staff

Improved consistency of work



Ease of use – Simple browser interface allows administrators to make changes

Historical reporting and recording of Self Service , Chats and Phone calls for Training and Monitoring with 100s of live and real time reports