

THE LEADING PLATFORM FOR CUSTOMER SERVICE

Your service team is often the first and only contact that customers have with your company. Ensuring timely and consistent support across all channels is crucial to providing excellent service, the best customer experience possible and improving your contact center's KPIs.



KNOWLEDGE MANAGEMENT WITH UNYMIRA'S KNOWLEDGE CENTER

Deploying smart knowledge management technologies in service centers is a critical factor for success. The days of simple search and document storage are over. Active technologies, AI and chatbots are indispensable force multipliers for modern customer service.

— While conventional knowledge bases are typically limited to document management and search, Knowledge Center employs active knowledge objects. Instead of static documents, it serves interactive and relevant information based on the context to ensure agents get the answers they actually need, when they need them. This serves to reduce average call times and increase first call resolutions while making customers happier.

The Pillars of Excellent Customer Experience:





- Consistent, high-quality service
- Delivering current and accurate answers in all support channels.
- Fast response and service times (AHT)
- Solving customer issues the first time (FCR)
- Positively impact CSAT and NPS

BENEFITS IN NUMBERS

- 50% Higher Productivity
- 40% Higher First Contact Resolution Rate
- 70% Fewer documents
- 80% Lower Onboarding Time

Everyone Wins from Customers to Managers

— Every user group has their own requirements and pain points. As the foundation of your customer service, Knowledge Center adds value and delivers benefits to everyone involved.

SERVICE AGENTS	EDITORS	MANAGERS	CUSTOMERS
 <ul style="list-style-type: none"> • Only one place to search for information • Able to support more customers with less effort • Guided chats walk agents through inquiries • Built-in e-learning 	 <ul style="list-style-type: none"> • Custom workflows and approval processes • Create guided chats and scripts • Quick document creation from templates • Easy archiving, versioning and document history 	 <ul style="list-style-type: none"> • Standardized reporting • Service analytics • Easily manage multiple channels • Ensure consistent service among all your agents • Faster onboarding • Reduced turnover 	 <ul style="list-style-type: none"> • Faster service and resolutions • Consistent support in every channel (web, email, voice, social media, etc.) • Receives accurate and current information • Fewer transferred calls

Intelligent Customer Support with our Active Technologies

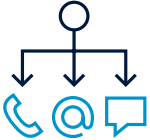
— Our years of experience and best practices from many successful customer projects are reflected in Knowledge Center's unique functionality and support modules.



AI Powered Search – Knowledge Center constantly learns from user behavior including search terms, synonyms, which results are clicked and more



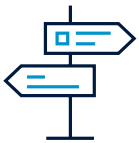
Built-in E-learning – Integrated e-learning functionality reduces onboarding time and turnover while keeping agents on top of changes



Channel Manager – Easily manage and deliver the right information in every channel incl. email, voice, live chat, social media, self-service, chatbots and more



Analytics – Comprehensive reporting and analytics so you can keep your finger on the pulse and constantly optimize operations



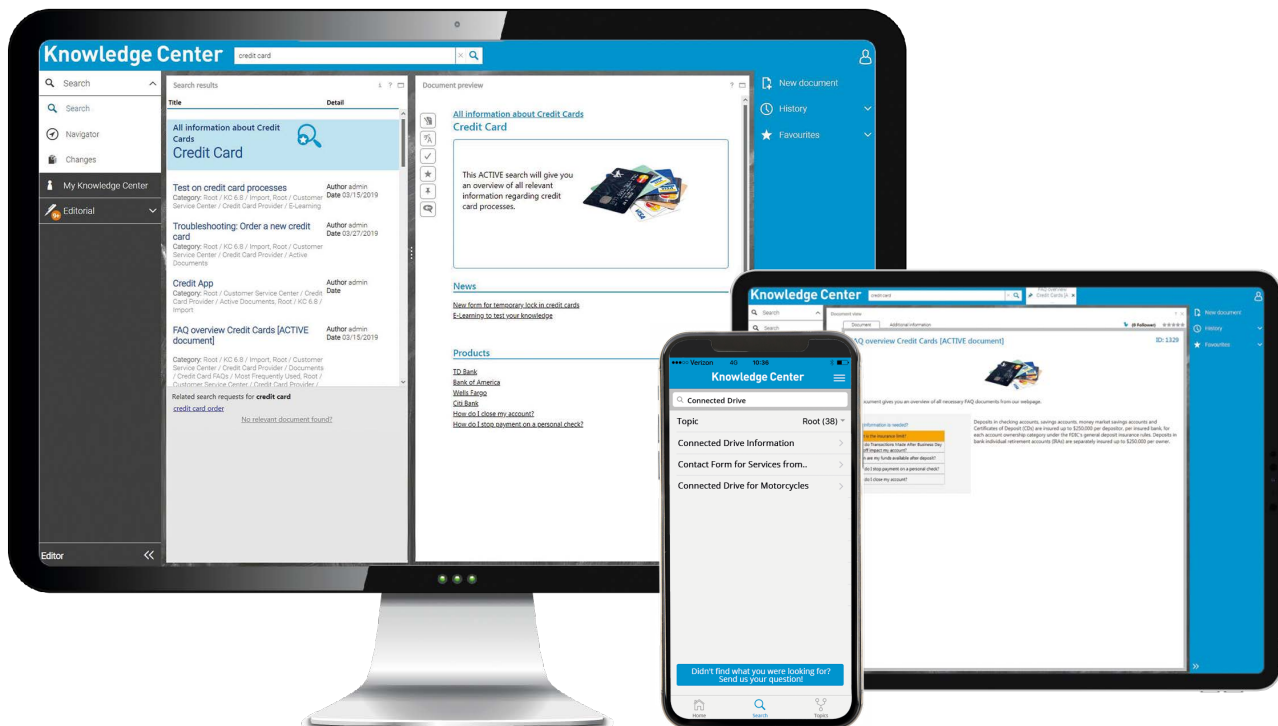
Guided Dialogues & Decision Trees – Build custom step-by-step dialogues to walk agents and customers through issues



Multi-Language – Offer customer service in multiple languages with translations linked to each other. No more messy Word™ documents.



Intuitive Editor – Create and edit documents as easily as with MS Office™ with our agent-friendly interface

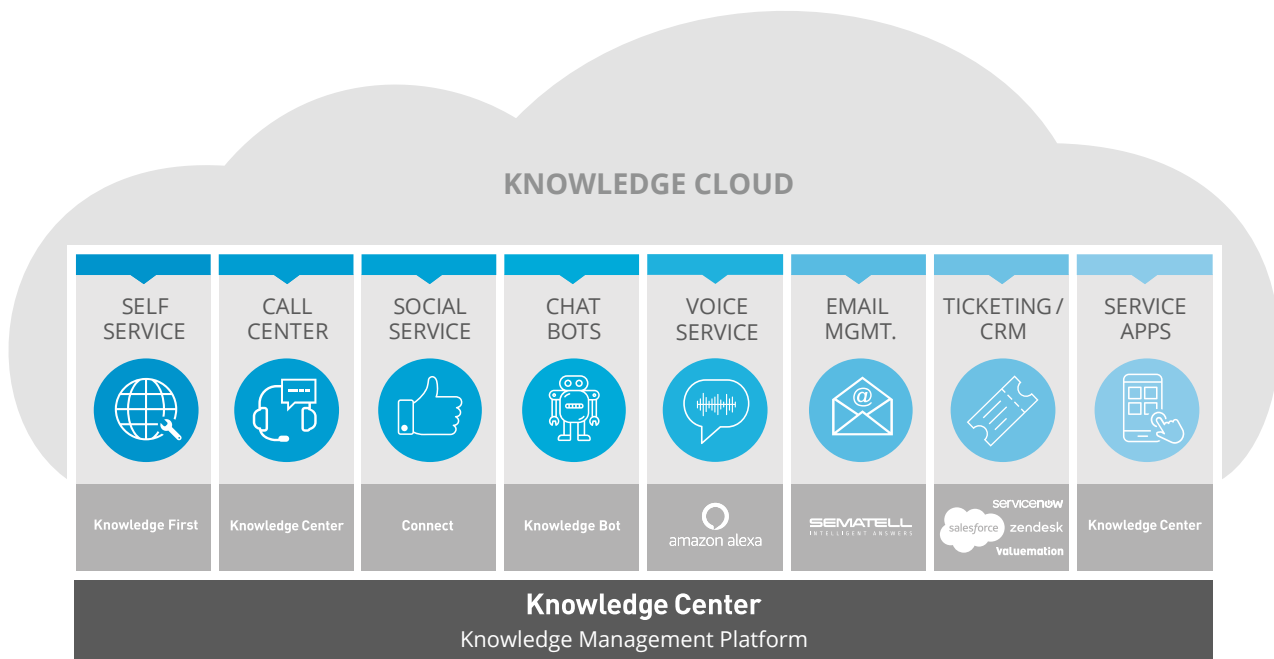


Master Omni-Channel Service & Deliver Consistent Support Everywhere

— Knowledge Center provides the same knowledge in all relevant communication channels (such as phone calls, website, email, chatbots, social media, etc.) and optimized for the specific channel. This makes Knowledge Center the foundation of your customer service center. Our cutting-edge Knowledge Cloud analyzes anonymized usage data across industries to deliver valuable insights including best-practices, templates, search terms, synonyms and more.

Salesforce Integration

— As a certified Salesforce partner, Knowledge Center is available on the AppExchange and seamlessly integrates with Salesforce Lightning. Give your agents immediate access to the content they need without leaving the CRM.



Unymira - In Knowledge Management since the Beginning

— For more than 20 years, we have delivered professional knowledge management solutions enabling our customers to best deploy their own knowledge in support of their customers. Our consulting services and practical approach have contributed to the success of countless customer projects across all industries and disciplines. Whether rolling out a new knowledge management system or replacing an old one along with migrating your data, our team of experts fully supports you throughout every phase of your project.

“A very powerful tool for knowledge management in service environments with excellent vendor support.”

Capterra Review

Let's deliver better customer experiences together!