

eGain[®] KnowledgeAgent[™]

All-in-one and on-target
customer service



The Customer Interaction Hub (CIH) Advantage

A CIH helps you to:

- ▶ Establish and extend competitive advantage.
- ▶ Dramatically reduce interaction costs and increase sales.
- ▶ Maximize contact center productivity, service consistency, business process efficiencies, and self-service adoption.
- ▶ Differentiate the business from competitors by providing a seamless and consistent customer experience in multi-stage service interactions across channels, systems, people, and organizations.

Flexible web-based access to quality information is key for empowering agents and other employees with the information and know-how they need to competently perform their jobs.

EGAIN KNOWLEDGEAGENT lets you provide intranet or extranet access to the common knowledge base, enabling contact center agents to provide distinctive, productive and brand-aligned experiences in every interaction. Powered by the patented eGain Multisearch[™] knowledge access technology, eGain KnowledgeAgent brings together the power of the industry's broadest set of knowledge access methods, federated search, process intelligence, multilingual capabilities, and flexible look and feel—all behind a single search box—for distinctive, on-target customer service.

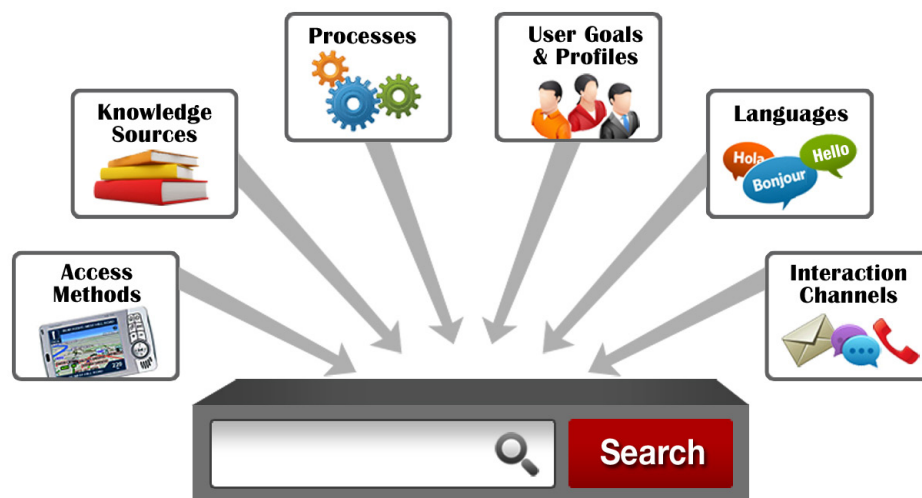
The only solution proven in the cloud or on-site for over a decade, eGain KnowledgeAgent is an integral part of the **EGAIN 10[®]** customer interaction hub suite, enabling seamless integration

between contact center, web customer experience, and social experience products in the suite.

All-in-one power

Through eGain Multisearch, eGain KnowledgeAgent brings together the power of the industry's broadest set of search methods, federated search, process intelligence, multilingual capabilities and flexible look and feel—all behind a single search box. Users can then pick the access path of their preference just like an automobile driver would pick a route from several options presented to them by a GPS device so they are always going towards their destination through the route of their choice. It offers:

- ▶ Keyword and intent-based search
- ▶ Natural language search
- ▶ Topic tree browsing
- ▶ Guided help, powered by patented Case-Based Reasoning (CBR)
- ▶ Content federation: Federated search across web site, contact center,



Highlights

Search methods

- ▶ Keyword and intent-based search
- ▶ Natural language search
- ▶ Topic tree browsing
- ▶ Guided help, powered by patented Case-Based Reasoning (CBR)
- ▶ Content federation: Federated search across web site, contact center, enterprise, community and social content
- ▶ All access methods behind single search box

Search navigation

- ▶ Relevance-ranked presentation of search results
- ▶ Keyword matching to metadata for concept or intent-based search, rather than plain keyword search
- ▶ Best practice guided help for process-centric searches, optimized for contact center agents and customer experience
- ▶ Ability to hop across search methods to find the answer (for instance, from topic-tree browsing to guided help)

enterprise, community and social content

- ▶ All access methods behind single search box

Always on target

Powered by eGain Multisearch, eGain KnowledgeAgent ensures that searches are productive and are always on target:

- ▶ Relevance-ranked presentation of search results
- ▶ Keyword matching to metadata for concept or intent-based search, rather than plain keyword search

- ▶ Best practice guided help for process-centric searches, optimized for contact center agents and customer experience
- ▶ Ability to hop across search methods to find the answer (for instance, from topic-tree browsing to guided help)

Knowledge reuse

eGain KnowledgeAgent allows you to leverage existing content across your enterprise. External content can be imported into or linked to from the knowledge base. Content and data adapters supports access to information in external content and data systems.