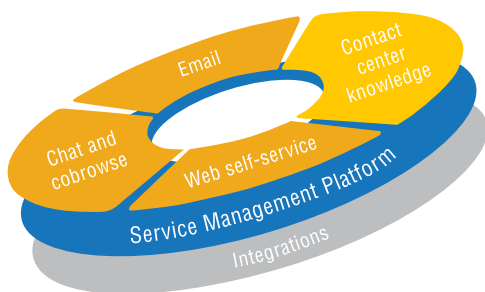


Flexible web-based access to quality information is key for empowering agents and other employees with the information and know-how they need to competently perform their jobs. eGain KnowledgeAgent lets you provide intranet or extranet access to the common knowledge base. It is an integral part of eGain Service™, the industry's most innovative and complete suite of customer service and contact center software.



Best practices and innovation

eGain KnowledgeAgent guarantees high-quality customer service by empowering your contact center agents with knowledge, making each agent as productive and capable as your best agent. It ensures fast, consistent, and accurate answers.

With eGain KnowledgeAgent you can provide agents, partners, and other users a range of ways to get to common content. Users can view FAQs or browse through and search the knowledge base. Or they can use eGain Guided Help™ to effortlessly troubleshoot customer problems. They simply enter queries as the customer describes them. eGain Guided Help uses patented search technology coupled with natural language and advanced linguistic processing to search your knowledge base, suggest additional questions and recommend solutions.

eGain KnowledgeAgent enables you to accelerate training cycles by up to 75%—a significant benefit since contact centers, typically, have high turnover or frequently use temporary workers during holiday season or other business peaks. eGain Knowledge Agent increases first call resolution, decreases call escalation rates, and lets you handle more calls faster with fewer agents. Best of all, the cost reduction does not come at the expense of service quality.

Use a proven contact center solution, implemented by hundreds of leading enterprises

In an environment where customer retention is a key business imperative, companies should look for proven solutions when it comes to implementing knowledge management in their contact centers. eGain has delivered innovative knowledge-powered customer service solutions to enterprises for well over a decade. eGain was the first company to create a guided help solution. eGain KnowledgeAgent benefits from all the best practices we have learned in the course of successful knowledge management implementations in over 300 enterprises across the globe.

Support agents of all levels with multiple access modes and roles

eGain KnowledgeAgent enables both novice and expert agents to find the answers they need, easily and efficiently. Based on the agent's role (Level 1, Level 2, etcetera.), the agent can view appropriate levels of information and use different access methods. For example, a novice agent could be forced to go through an interactive guided help session with the application through a guided-help interface to resolve a customer issue. An expert, on the other hand, would use browse or search to be more efficient. Easy to configure web templates make it easy to create user interfaces for various levels of users, learning styles, and inquiry types.

Key features

- ❑ A common knowledge base of articles, with links to external content.
- ❑ Dynamically updated “useful items” folders which track new items, amended items, or items about to expire.
- ❑ Knowledge access methods that allow users different ways to access the contents of the knowledge base.
- ❑ Frequently asked questions (FAQ) lists that can be grouped by topic and subtopic and are continually ranked based on usage and user feedback.
- ❑ Natural language basic and advanced search for items in the knowledge base and externally indexed content.
- ❑ A highly extendable browse facility that can overlay different access structures over internal or external content.
- ❑ Configurable web templates to quickly build a multitude of user interfaces to the knowledge base.
- ❑ Configurable web templates that can build a highly flexible user interface.
- ❑ Web-based authoring tools.
- ❑ Configurable authoring workflows.

Drive call set up and wrap up efficiencies by integrating with call tracking systems

To improve call set up and wrap up processes, eGain KnowledgeAgent includes out-of-the-box integration with leading call tracking applications. During call set up, IVR data can be captured to pre-populate questions so that the agent can get a running start on the issue-resolution process. After the call, the session transcript from the eGain KnowledgeAgent application can be automatically saved in the call tracking system along with the service request, speeding the wrap up, and ensuring high-quality data for reporting and feedback.

Offer high quality content; maintain it at low cost

Successful knowledge management requires quality content. While this is self-evident, it is often overlooked by companies in the rush to drive down costs of content creation and management. The result is poor-quality knowledge—stale, irrelevant, or worse yet incorrect—which ultimately results in customer dissatisfaction and poor agent adoption.

Learning from our experience with enterprise customers, eGain KnowledgeAgent is based on a unique collaborative knowledge management framework that allows distributed content creation and editorial workflow that enables cost-effective management of quality content. Any user, based on roles set by the business, can easily suggest content into the application. This content is routed through efficient workflow to ensure consistency and quality, as appropriate. Using self-organizing techniques, eGain KnowledgeAgent offers relevant answers to customer requests based on dynamic relevance ranking and user feedback.

Enable knowledge reuse across the enterprise without expensive duplication

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.

Reliable, available, and scalable architecture

eGain KnowledgeAgent benefits extensively from the 100% J2EE compliant architecture of eGain SMP. eGain SMP is designed to scale horizontally through distributed service configurations that can be run across multiple servers. To ensure reliability and availability, a service monitoring and management module flags system malfunction and provides automatic recovery.