



TECHNOLOGY INNOVATION SOLUTIONS Self-Service Suite

Automate both simple
and complex customer
transactions.

Overview

Expand the Premise Contact Center and Cloud Contact Center: Enterprise products with solution enhancements to empower customers with information and to deflect service inquiries to more cost-effective channels. The Self-Service Suite is a package of technologies that enhances the customer experience while saving you time and money.

The Self-Service Suite includes:

- Interactive voice response (IVR)
- Automated notifications
- Web self-service technology

Features and Benefits

Interactive Voice Response

The IVR system is a versatile technology that can be used as a standalone, voice self-service system or in conjunction with inbound or outbound programs—either with or without routing capabilities. It is highly scalable and provides labor-saving, self-service options such as: identification verification, order placement, address changes, language selections, account number verification, payment submission, and other services.

- Provide personalized service—The IVR system integrates with the telephony system, databases and other technologies, so customers can easily access their information.
- Get a comprehensive solution—The IVR system includes dual tone multi frequency (DTMF), direct dialogue, speech IVR, text-to-speech (TTS), and customer satisfaction survey features.
- Route calls efficiently—DTMF technology allows callers to key in a number and get routed to the right person.
- Deploy a system customers like to use—Directed dialogue features analyze spoken words and enable callers to easily navigate through service menus.
- Get the latest speech recognition technology—The speech IVR system uses natural language and dynamically generated audio to enhance the customer experience.
- Give customers the information they want—TTS technology turns text into speech and reads customers their account information stored in your database.

- Conduct customer surveys—The IVR system performs surveys, records and plays them back, detects silence and key phrases, evaluates survey results and delivers reports.
- Effectively handle call volume increases—The IVR system manages both simple and complex routing requirements to quickly connect callers to the right agent.
- Serve diverse populations—Multilingual options serve customers in their preferred language.

Automated Notifications

Automate customer communication and proactively send vital messages. Automated notification technology rapidly sends messages and alerts to thousands of customers via phone, SMS text, e-mail and outbound chat. The alerts can be simple messages or more complex interactions with options to speak with an agent for further assistance. System rules even allow you to trigger ready-made campaigns based on specific events.

Web Self-Service with One Right Answer

Leverage the latest web self-service technology to empower customers with information and to automate self-service for case management, account management, and lead management. This knowledge management technology provides a question-to-answer matching engine that accepts questions in plain language and matches those questions to the one right answer with 90 percent accuracy. Customers don't have to search entire websites or wade through pages of search results to find the answers they need.

One Right Answer can “see through” spelling mistakes, grammatical errors, and text speak to deliver the correct answer even when questions are asked or worded in different ways. Reporting features and analytics capture customer intentions and provide customer feedback. You can even post how-to videos and deploy the system across website, agent desktops, mobile devices, and more.

Uses

Companies of any size and across every industry use the Self-Service Suite to create superior self-service experiences and reduce burdens on contact centers. The Self-Service Suite is a package of optional product enhancements for the Cloud Contact Center: Enterprise and Premise Contact Center; however, its components can also be purchased as standalone products. For a more comprehensive solution, the Self-Service Suite can be bundled with the Workforce Optimization Suite and Customer Interaction Suite.

The Self-Service Suite enables companies to:

- Increase call deflection and optimize service and sales costs
- Enhance customer empowerment and customer experience

Decrease call volumes by
30%

Related Products and Services

- Customer Interaction Suite
- Workforce Optimization Suite
- Premise Contact Center
- Cloud Contact Center: Enterprise

Real Results

The Self-Service Suite has delivered the following benefits for customers:

Optimized Costs

- Deflected more than 20 percent of customer inquiries to more cost-effective channels
- Increased self-service adoption by 40 percent
- Reduced average call handling times by 20 percent
- Decreased call volume by 30 percent
- Decreased e-mail volume by 80 percent

Increased Revenue and Enhanced Customer Experience

- Increased online revenue by 35 percent
- Increased first call resolution by 50 percent

Key Differentiators

- Industry-leading speech IVR—Get industry-leading speech IVR solutions and a superior implementation methodology including assessment and planning services, voice user interface design and usability analysis, infrastructure and application construction, integration and testing.
- Sophisticated web self-service technology—The knowledge management system provides one right answer with 90 percent accuracy.

Why eLoyalty, a TeleTech Company?

eLoyalty has expertise in designing, building and remotely managing advanced contact center solutions. With our on-premise technologies, we have installed over 100,000 contact center seats and currently support 70 Global 1000 companies. eLoyalty's cloud technology utilizes TeleTech's GigaPOP® cloud infrastructure, which lands calls from over 90 countries, supports customers in six continents in 30 languages and handles 3.5 million customer interactions, 6.8 million VoIP minutes and over 245,000 communication interactions per day. Our cloud technology experts have deployed over 150,000 licensed seats and manage over 50,000 concurrent users daily.

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More Information

Please see our website for additional details on our full suite of Technology Innovation solutions.

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