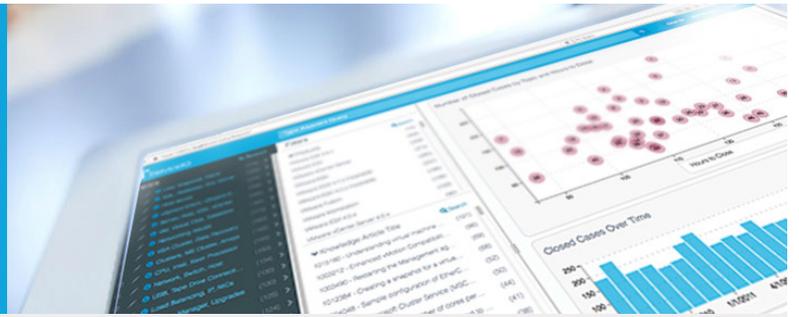




IT-SERVICE

IMPROVING CUSTOMER SUPPORT
WITH A SELF-LEARNING PLATFORM



IT-Service is a suite of cloud-based services that derives intelligence from customer support operations. Built on a self-learning platform, IT-Service analyzes your help-desk ticketing system and your knowledge base and learns from the actions of support agents as they resolve customers' problems, and as customers resolve their own problems via self-help. IT-Service then applies those lessons to future problems, substantially improving customer support.

Self-Learning Platform

IT-Service's Self-Learning Technology listens to all support channels and learns from solutions to cases automatically, then leverages that experience to deliver the right information to customers and agents.

Be Proactive—Not Reactive

Are you always playing catch-up using week-old or month-old reporting? IT-Service enables support organizations to be proactive (and even preemptive) by leveraging real-time data and support intelligence.

Adapt as Your Customers Do

Your customers, your products, and your market are quickly changing, but is your support organization keeping up? IT-Service adapts to these changes, resulting in a better customer experience, more efficient agents, better products, and ultimately a better brand.

Purpose-Built for Customer Support

Are your agents stuck trying to find the right knowledge-base articles using technology originally built for enterprise search? If so, you are missing out on the benefits of a solution that was built by support experts for support experts.

Have a Technical Problem? New Feature

Hi there, I understand complete sentences, so tell me what your technical issue is and I will show you relevant articles as you type.

adding vms in upgrade to vcenter and servers are off and showing orphaned

Recommended Solutions CONFIDENCE

- ✔ [Virtual machines appear as invalid or orphaned in vCenter Server](#)
...the vCenter Server console to delete the virtual machine and its orphan from the vCenter Server database ... as invalid or orphaned in vCenter Server Virtual Machines show as in a VMware...
- ✔ [Important information before upgrading to vSphere 6.5](#)

Self-Help Recommender FOR CUSTOMERS

Solve Customer Problems

Provide dynamically updating solutions to your customers as they describe problems in natural language. Solve problems by showing solutions that are likely to solve the customer's specific problem without the need for any abstraction layers like keyword search or tags. Just ask them, "How can I help you?"

Flexible Implementation

Deployment to existing customer-facing support systems is easy with API-driven custom forms and integration. Integrate with support portals, case-opening forms, and even follow up with suggestions via e-mail.

Visualize and Quantify Deflection

Track in real time customer deflection from your knowledge base. Understand when solutions solve a customer problem before, during, or after the initial customer support visit.

Agent Access FOR CUSTOMER SUPPORT AGENTS

Workflow-Integrated

Learns from agents as they connect problems to solutions during their normal case management workflow. Integrated with Salesforce and ZenDesk customer support systems.

Re-Use Knowledge

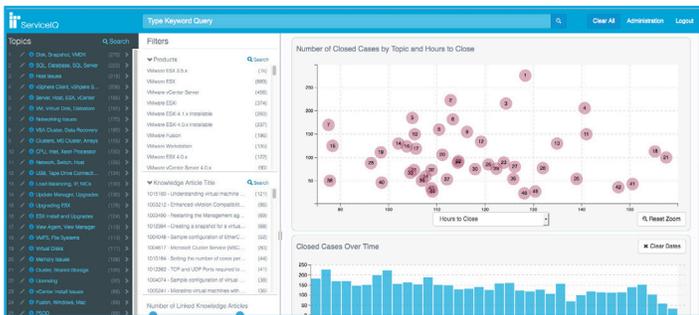
Captures re-usable solutions at the moment they are created to solve actual customer problems. Agents create, save, and curate knowledge that closes cases in a way that encourages re-use for similar problems.

“Agent Access allows us to create and publish self-help content in real time, which imperative in an industry where new releases are a daily occurrence. Before Agent Access it took us days or even weeks to draft, review, and publish KB articles—by the time information made it to customers, it was mostly obsolete. We now have more satisfied and self-sufficient customers, which has freed up our support teams to work on more interesting cases!” —Airwatch



Measure Agent Contribution

Measure an agent's actual contribution to a support organization's overall effectiveness by tracking how often the knowledge they created is reused. Compare and visualize the value of solution knowledge across groups, products, and individuals.



Find Ways to Improve your Product

Filter cases by any information in your case management or help-desk ticketing system. Together with Product Management or Engineering, view top support cases by product, version number, support level, and even geography of the customer.

“Prior to having Service IQ we ran manual sampling (less than .1% of our cases) and had nothing but a confused picture of our real issues. We now have near-perfect clarity.” —VMware

ServiceIQ FOR SUPPORT AND DEVELOPMENT LEADERS

Know What Your Problems Are

Most companies don't even know what their problems were last month, let alone what they are now. ServiceIQ shows you those issues by categorizing all your cases, and it does this for any product or service and over any timeframe.

Discover Opportunities for Improvement

ServiceIQ can help you discover new ways to improve support. By comparing the time it takes to close cases within a topic to the number of KB articles linked to those cases, agents can quickly see gaps in their knowledge base.

Integrated with:



zendesk

Used by thousands of agents and customers daily at leading technology companies, including:

vmware

Alfresco

airwatch
by vmware

SOPHOS

Ready to find out more?

Go to it.com/demo to schedule a product demo!