CSRs need accurate information.

OPTIMIZE YOUR CUSTOMER SUPPORT WEB PORTAL WITH CSR FEEDBACK

ONLINE COMMUNITY

FlagIt is a web-based online community tool that enables productive feedback and conversations between contact center agents, content management specialists, and managers regarding content pages on your organization's customer support portal.

FlagIt allows your users to simply provide feedback on any part of your customer support web portal. The ability to see exactly what the user is referring to eliminates guesswork and allows you to prioritize content improvements in a timely and efficient way.

FlagIt makes it easy for your internal customer support teams to capture and manage feedback in a way that's useful for you.

CONTENT HIGHLIGHTER

PINPOINT AREAS FOR IMPROVEMENT | From within a customer support content page via **FlagIt**, contact center agents can identify content that needs to be corrected, ask and respond to questions for further clarification, or add comments. Contact agents no longer need to keep and maintain their own separate notes or get lost in a maze of notification emails.

SOCIAL MEDIA LOOK & FEEL

ENGAGE USERS | The social media format design makes **FlagIt** easy to use for collaborative content validation—from front-line contact agents to supervisors, managers, and content management specialists. Without having to exit your customer support portal, they can easily share comments, corrections, or additional information on specific content pages.

All eyes are on the content. There's value in that.

Make it easy for your customer support teams to provide feedback, share comments or questions, and capture them for actionable insights.

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CONTENT ACCURACY

IMPROVE CONTENT INTEGRITY | Contact agents can flag content errors within a customer support content page, ask questions for clarification, or share useful tips. Content management specialists can review comments on specific pages and respond to them, and if necessary make corrections to the content. Regarding the flagged content, supervisors and managers can provide additional feedback as guidance for call agents. With the daily feedback that you receive, your customer support portal content is constantly getting reviewed and updated.

ONLINE COMMUNITY

GIVE VOICE TO FRONT-LINE AGENTS | Inline comment threads on a customer support content page facilitate keeping content up-to-date and accurate, making it easy for contact center teams to collaborate and share their knowledge. In a sense, **FlagIt** helps create an online community for content management.

TEAM-DRIVEN EFFICIENCY

BRING IT ALL TOGETHER | User feedback on content pages creates a new pipeline of quality control that is time and cost efficient. Context-sensitive comments allow the teams to pro-actively push for validation of content corrections. **FlagIt** facilitates easy back-and-forth peer-to-peer communication. Nothing gets lost in the translation.

Replace silos of knowledge with a collaborative platform.

FlagIt makes it easy for senior CSRs to share their expertise and knowledge with others, and allows for contact center teams to work collectively in a more productive and efficient manner.

Customized FlagIt for global contact center web portal. >>

VALIDATION & APPROVAL

CHECK, VALIDATE & APPROVE | FlagIt facilitates and gathers content feedback and routes it back to a centralized collection point for Subject Matter Expert (SME) validation and management approval.

LEARN MORE

Contact us for a friendly conversation about the advantages of using **FlagIt** in your customer support organization.

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Create a collaborative knowledge center where expertise is shared.

FlagIt helps provide contextual feedback on your organization's web portal content through your customer support teams so you can better determine the value of the feedback.

- Designed as an easy-to-use tool that's integrated into your customer support portal for minimal interruption of CSR tasks
- Facilitates gathering content feedback directly from your front-line CSRs
- Adds voice to CSRs' concerns, ideas, suggestions, and expertise
- Provides actionable insights about completeness and accuracy of your customer support content to upper management.