Pressure is high.

Time is short.

FIRST-CONTACT RESOLUTION
IS HEROIC

FCR Is A Game-Changer

First-contact/First-call resolution (FCR) is widely regarded as the single most important facet for achieving customer satisfaction in a contact center. FCR is both a quality metric (correlating with customer satisfaction) and a financial metric (cost saver). FCR is about saving time and money.

Contact centers are at the front-line of customer service. And today's customers tend to call with increasingly complex queries. Customer Service Representatives (CSRs) are typically scheduled so that a high level of service is maintained at all times. Most organizations are looking to meet or exceed a target of 80% (meaning 80% of calls are answered within the first minute), with hold times under 60 seconds. If callers end up having to speak to several agents regarding a single issue, the customer experience becomes diluted and satisfaction levels nose dive.

Superpower Troubleshooting Tools

Customer support centers are adopting more effectual strategies and technologies for their front-line agents. Scenario-based decision-tree tools are great for customer support troubleshooting and help CSRs navigate layers of information and complexity to get to the right answer quickly and efficiently. A decision tree is a graphic representation of decision paths associated with a problem. When integrated with a knowledge base, it's a powerful tool for customer support environments.

Aesbus offers a highly flexible, scenario-based decision-tree tool--**Frontline Helpdesk Navigator**—for Customer Experience organizations that need an internal extensible customer support framework.

Customer Satisfaction is on the line ... literally.

Contact centers are at the front-line of customer service. Speed and accuracy are at the heart of troubleshooting and resolving product-related and customer service issues.

Innovation at Aesbus

SUPERHEROES

The web-based interactive **Frontline Helpdesk Navigator** is a path finder to *best-choice* resolutions--making **superheroes** out of front-line Customer Service Representatives (CSRs). Dynamic interactive scenario-based troubleshooting cuts to the chase, providing speed and accuracy.

DECISION PATHS

TIME | **Frontline Helpdesk Navigator** simplifies and streamlines complex or extensive product lines or service plans, saving everyone valuable time and effort. Decision-tree paths for troubleshooting customer scenarios facilitate exploring and identifying resolutions to customer issues or product-specific problems.

DYNAMIC KNOWLEDGE

CENTRAL REPOSITORY | **Frontline Helpdesk Navigator** is a web-based customer support platform that enables servicing more customers via access to a centralized and extensive knowledge base that is dynamically updated to remain current and accurate.

SCRIPTED ANSWERS

CONSISTENCY | Often, the inability of CSRs to follow complex technical protocols puts serious stress on the contact center organization. With **Frontline Helpdesk Navigator**, scripted answers for each decision-tree path ensure CSRs provide high-quality answers consistently and uniformly. The answers are dynamically displayed based on the traversed scenario-based paths corresponding a customer service or product issue—leading to repeatable, predictable results.

Customer satisfaction is about the Customer Experience.

Getting it right the first time makes front-line CSRs **superheroes.**

FCR impacts customer service quality.

USER FRIENDLY FLOWCHARTS

FAST PACED | With **Frontline Helpdesk Navigator**, you can create decision-tree paths similar to workflow charts that enable your contact center to provide optimized customer support. CSRs possess exceptional listening, problem-solving, and multitasking skills which make them invaluable in a fast-paced customer service environment. Scenario-based decision-tree paths help CSRs assess, resolve, and reply to customer support issues promptly.

SEARCH AND RETRIEVE

RESULTS | **Frontline Helpdesk Navigator** provides full-text searching, word-proximity feature for better search results by expanding related words, and search filters that use broad or narrow search filter classifications that allow CSRs to quickly and reliably find the information they need.

COLLABORATION

CSR INPUT | Feedback can be attached to decision paths in the **Frontline Helpdesk Navigator**. This feature helps to identify what is working well or what information needs to be improved, updated, or corrected. It creates a collaborative culture by allowing comments and feedback from front-line CSRs. Knowledge can be shared across the organization.

Troubleshooting Triage Tool for Customer Support

Frontline Helpdesk Navigator is designed to work within your customer support processes and technology infrastructure regardless of your industry:

- Browser-based interface
- GUI design for workspace portal
- User login with password security
- Rigorous backend administrative functionality
- Scalability for quick expansion
- Hierarchical and nesting design for visualization of decision paths
- User-defined object properties, item types, and relationships
- Flexible control of data schemes
- Categorized knowledge base content
- Search querying and filters

5

Easy-to-Use Wizards

Frontline Helpdesk Navigator allows you to adapt it to fit the customer support processes you use on a daily basis.

This web-based troubleshooting tool gives you the flexibility you need without adding an extra level of complexity.

It is easy to set up and use.

No programming required.

SITE STARTER
Creates a Home Page that also includes *Before You Start* guidelines.

TREE BUILDER
Creates decision-trees with visual Yes/No paths using Script Boxes for Questions & Answers.

SCRIPT EDITOR
Creates repeatable high-quality answers consistently and uniformly.

CONTENT CLASSIFIER
Creates categories for your company's product lines and customer-related services.

SEARCH FILTERS
Facilitate and enhance information retrieval via search queries.

LOG RECORDER
Creates a printable record of the decision-tree paths traversed for troubleshooting.

STICKY NOTES
Provide supplemental information about a product or service issue.

FEEDBACK NOTES
Constructive feedback linked to a decision-tree path.

TOOLKIT MANAGER
Provides admin control for integration, user access, security, and content.

Contact Centers are at the epicenter of Customer Experience.

LEARN MORE

Contact us and let's talk about how **Frontline Helpdesk Navigator** can:

- Optimize your customer support knowledge base
- Empower your front-line CSRs with fast access to accurate issue resolutions.
- Deflect customer support calls for common product or service issues.
- Save your Customer Experience organization time and cost.

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Frontline Helpdesk Navigator empowers CSRs.

Allows CSRs to handle customer support issues with confidence.

- Highly customizable for any industry
- Adaptive to your Customer Support knowledge base
- Web-based for 24/7 access onsite or remote