upstreamworks

Knowledge Management for Optimized Customer Engagement Across All Channels
Upstream Works Assist

Upstream Works Assist knowledge management provides an easy way to collect, manage and share knowledge for an improved customer experience (CX) on any channel across the enterprise.

Organizations that collaborate and share information reap the benefits of an improved CX – one that includes accurate and consistent information that leads to fast resolutions.

> Upstream Works Assist allows you to answer more questions in less time – time that you can spend on more complex issues.

Upstream Works Assist - The Right Answer Every Time

Powerful and Intelligent Knowledge Base

Intuitive, adaptive knowledge management with a centralized knowledge base for all users. Easily collect, author and publish content for agent and customer portals.

Quickly Find Relevant Information

Advanced Search with user-friendly interface and Natural Language Processing (NLP) to quickly find the most relevant information across a variety of sources, including rich media, attachments and article hyperlinks.

Organize Effectively with Decision Tree Logic

Guided resolutions with consistent answers and dynamic knowledge across channels and flexibility to meet the needs of users, departments and specific business requirements

Collaborate for Clear and Consistent Answers

Collaborative authoring with a built-in feedback loop allows agents to rate article information and suggest improvements, ensuring that articles are current, accurate and relevant.

Insights Into What Customers Want

A rich set of reports and analytics for knowledge management insights. Identify knowledge gaps, opportunities and contributions. Real-time and interactive knowledge dashboards and scheduled reports.

## Key Benefits

✓ Eliminate information silos across the organization

✓ Find precise answers quickly with consistent content across channels

✓ Improve agent efficiency, reduce Average Handling Time (AHT)

✓ Improve customer engagement, satisfaction and loyalty

✓ Reduce agent training time and grow knowledge faster

✓ Reports and analytics for insights and opportunities

✓ Flexibility with a centralized knowledge base for all channels

Upstream Works *Expert Assist*

An internal knowledge portal accessed through Upstream Works for Finesse (UWF), Expert Assist provides agents with an easy way to retrieve precise and consistent content on-demand for an improved CX across all channels. As part of the UWF agent desktop, Expert Assist empowers agents to quickly resolve issues. It also allows agents to:

- Select text in any UWF gadget and click Assist button to automatically display related knowledge base results
- Define a specific term to manually search knowledge base
- Select result and click to insert text in UWF gadget via clipboard with option for multiple insertions
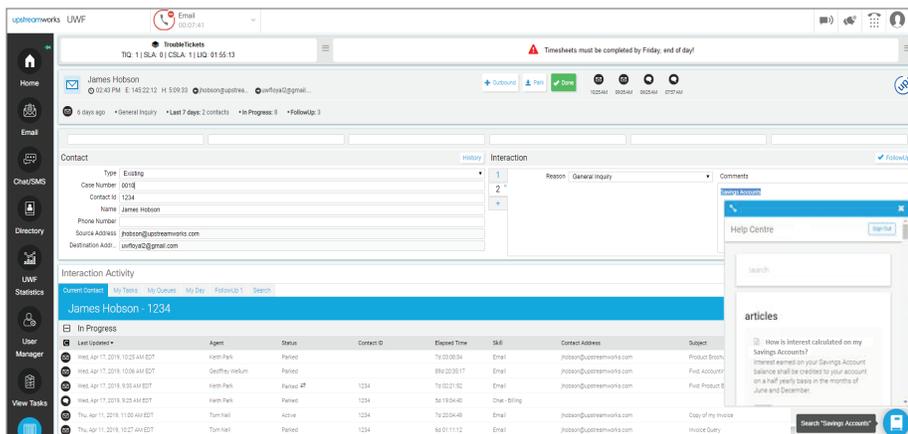
Expert Assist Personalization

A tailored agent experience:
✓ Save favorite knowledge items
✓ Work in multiple internal knowledge portals
✓ Profiled knowledge content
✓ Channel specific knowledge content
✓ Various display options

Upstream Works *Customer Assist*

Organizations can provide an external-facing knowledge portal on their website. Customer Assist exposes FAQ type information to website visitors, providing a self-service component to the customer journey.

- Improves the customer experience with option for self-service
- Frees up agent time to address more complex issues
- Ease of escalation allows customers to have their request answered through other agent-assisted channels
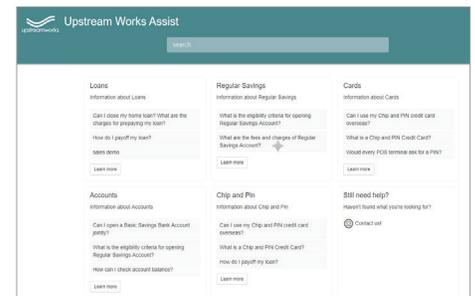
Flexible Knowledge Management

Upstream Works Assist delivers knowledge management as part of the Upstream Works for Finesse single agent desktop for a consistent omnichannel customer service experience. It features a rich set of reports with robust filtering options, providing actionable analytics on article usage and knowledge gaps. Upstream Works Assist empowers organizations with insights and solution flexibility, including the ability to migrate other knowledge repositories for optimal knowledge management.

Upstream Works for Finesse and Upstream Works Assist for consistent and personalized omnichannel CX.
Learn more: upstreamworks.com

7777 Weston Road,
Suite 1000, Woodbridge, ON L4L 0G9
info@upstreamworks.com

upstreamworks.com

200603F