

RapidAnswer

Providing CSRs 360° view of product and customer information as they serve customers.

“ Customer Support Representatives (CSRs) must have complete and up to date information when answering customer questions. They need a single point of access to all relevant product information, customer information and information stored in our knowledgebase and CRM applications”

Senior Operations Exec.

“ I would like to know the most frequently asked questions on our website; what answers we are providing to these questions and whether our customers like these answers. I especially like to identify those questions for which we are providing no answers online.”

Senior E-Business Manager.

RapidAnswer Benefits:

- Unified access to all product related information.
- Increase customer satisfaction
- Reduce support calls
- Increase first call resolution
- Improve CSR productivity
- Provide cross-sell opportunity

Powered By:



Fast Search & Transfer™(FAST™) Enterprise Search Platform (ESP) is The world leader enterprise search technology.

FAST ESP modular platform architecture is designed to enable development of search derived applications to meet specific business requirements of a given industry or service area.

RapidAnswer is an example of such a solution fully leverages FAST ESP capabilities to deliver precise answers to customer questions.

Enterprises are rapidly increasing the deployment of their services via online self service channels. It is now common place to hear about online banking, online reservations, online billing, online sales, online publishing etc.

This shift to online services naturally generates large volumes of customer support calls from new users trying to learn how to use these new services. Because many of these calls are now transaction related they become urgent in nature and can quickly lead to frustration and abandonment if not handled quickly and efficiently.

Customer support personnel are forced to put clients on hold and spend a great deal of time looking for answers from various information sources that are scattered in databases, CRM applications, case management systems, user guide documents, specialized knowledgebase or intranet website. Often times, by the time the CSR returns to the customer, they are either dealing with an irate customer or the call has been abandoned.

This is a common problem in many leading corporations and is causing CSR stress, customer dissatisfaction and revenue loss.

The RapidAnswer™ Solution

RapidAnswer™ is an integrated self service solution for use by customer support representatives that need a single point of access to all product related information, regardless of where it is stored within the corporation, as they try to provide quick answers to customer questions.

This enhanced capability to provide quick and complete answers on first contact, improves customer satisfaction and reduces the amount of time and resource that is required to service each customer call.

RapidAnswer™ is also used on customer facing public websites to provide online customers with an interactive and easy to use self service environment to quickly retrieve product information or to get answers to commonly asked questions.

Product Information Portal Provides 360 View

A key enabler to enhancing the productivity of your call center is through the creation of a product information portal that provides unified access to all product and customer related information regardless of where it is stored within the corporation or whether information is stored in databases, documents or CRM applications.

Product information portals typically consist of information gathered from websites, product user guide manuals, various knowledgebases, CRM applications, selected databases and even customer support emails.

RapidAnswer™ will automatically extract the latest information from all such sources and will index the entire contents to enable instantaneous search and retrieval.

If Pareto's 80-20 principle applies to your environment; 80% of your call volumes are driven by 20% of the most frequently asked questions.

Identifying these 20% commonly asked questions and providing concise and complete answers will go a long way in significantly improving customer service efficiency and enhancing customer satisfaction.

RapidAnswer has the tools to enable identification, authoring and to monitor performance of these frequently asked questions.

Unique Features:

- Intranet search results returned from entire information portal.
- Integrated website and knowledgebase search results
- Natural language queries
- Customer satisfaction polling
- Dynamic drill down
- Provides cross-sell opportunity

About:



ACIS Consulting is systems integrator and developer of Internet technology applications related to enterprise search, content management, online information publishing and directory services.

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About:



Fast Search & Transfer™ (FAST™) is transforming enterprise search from a powerful, yet narrowly perceived function, into an enterprise wide strategic and tactical capability of pivotal importance.

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Knowledgebase for Frequently Asked Questions

RapidAnswer™ incorporates the functions and tools required to build a structured knowledgebase of the most common questions that are asked by customers. The knowledgebase is organized into a structured taxonomy of product categories, sub-categories and topics. CSRs and subject matter experts are able to quickly enter concise answers to frequently asked questions.

When customers (or service representatives) enter a search keyword, the most frequently asked questions are returned from this **RapidAnswer™** knowledgebase along with search results from all of the other information sources within the product information portal.

The integrated search results along with the dynamic drill down capability provide an intuitive and elegant environment for discovering user intent and providing specific and precise answers quickly.

Monitor User Feedback on Returned Answers

RapidAnswer™ will continually poll users for feedback on whether the returned answers were satisfactory. A click through server is also used to identify what subjects and product categories are returning zero search results and those topics that are leading to customer support calls.

An extensive set of pre-packaged reports are used to perform analysis on topics and product areas that need improvement. Customer support representatives are able to enter new questions and answers for publishing into the knowledgebase based on volume of questions asked.

Powered By Fast ESP™

A unique differentiator for **RapidAnswer™** is the fact that this is a solution that was built from ground up for direct integration with FAST ESP -- the world leading Enterprise Search Platform.

The product automatically leverages all of the technology capabilities of an advanced search engine including:

- Advanced natural language processing
- Sophisticated relevancy determination
- Dynamic drill down, live analytics
- Configurable rank tuning of search results
- Capability to process over 225 file formats in 77 languages
- Linearly scalable distributed architecture
- High performance, fault tolerant architecture with multi platform operation