Autonomy Qfiniti Assist

Overview
Responding to customer inquiries quickly and efficiently means providing agents with immediate access to a wide range of information. Yet often times the information needed to answer the question is not easily accessible. It is hidden inside training material, contracts, product documentation, technical notes, and other files in a myriad of formats throughout the enterprise. When agents are handling a difficult question or a challenging customer call, time and accuracy is of the essence. Powered by the Autonomy Intelligent Data Operating Layer (IDOL), Autonomy Qfiniti Assist, Autonomy Qfiniti’s real-time agent assistance module, answers this need by providing the agent automatic seamless access to customer-relevant information across the enterprise. By combining voice processing with a unique ability to form an understanding of content in any format, wherever it is stored, and automatically linking related documents in data repositories or websites, Assist arms agents with the information they need to reduce customer wait times.

Autonomy Qfiniti Assist can help any customer-oriented organization improve service performance, enhance customer care, reduce frustration, and leverage cross-selling opportunities.

Automatically Provide Relevant Answers
Autonomy Qfiniti Assist provides automated information retrieval for agents fielding difficult calls or very challenging customer questions. Using voice processing and the patented Autonomy Intelligent Data Operating Layer (IDOL) engine, Assist analyzes the conversation on the phone and suggests hyperlinks to the agent, providing instant access to information and a quicker call resolution. Assist identifies the patterns that naturally occur in text to give agents contextualized information, delivering the most relevant content for the conversation at hand. Related material, such as hyperlinks to important forms or FAQs, is also provided so that agents are prepared to answer additional questions on the same subject.

In addition to automated voice processing, Autonomy Qfiniti Assist offers full natural language retrieval functionality. When an agent types in a query or searches for information, Assist automatically identifies concepts and offers approved resources in which to find answers. This might include responses to similar requests that have been dealt with successfully in the past, and can come in many forms such as documents, manuals, website links, presentations, training materials, and more. While most FAQ systems rely on keyword technology or costly manual categorization, Assist is completely automatic.

Up-To-Date Information
Autonomy Qfiniti Assist offers self-managing document control capabilities to help agents find the most current information available on a specific topic. Through customizable refresh settings that can process new content in near real time, agents consistently have the latest data at their fingertips.
Decrease Training Costs
Autonomy Qfiniti Assist’s unique technology delivers on-the-spot assistance to agents, reducing the need for complex and costly training courses. Agents are brought up to speed faster with helpful and relevant information, and customers get the answers they need—at a fraction of the time it took previously.

This on-the-job agent assistance also provides a host of softer benefits. Agents feel more empowered because they can now resolve problematic inquiries with less reliance on Tier 2 support. When agents are better informed, call handling times are significantly reduced, first-time call resolution is increased, and customer satisfaction is enhanced.

Real-Time Intelligent Product Recommendations
Autonomy Qfiniti Assist takes full advantage of Autonomy Intelligent Data Operating Layer’s (IDOL) recommendation functionality to process and understand interactions in real time and deliver intelligent recommendations. By providing the most relevant recommendations to the customer, while the customer is on the phone, agents will have increased success with up-sell and cross-sell.

- Improve up-sell and cross-sell
- Increase customer satisfaction and reduce post-purchase dissonance
- Eliminate the manual burden of determining alternate recommendations for each product or service

Enterprise Class Architecture
Autonomy Qfiniti Assist is installed quickly and easily, and connects to more than 400 repositories. The Assist architecture seamlessly connects to Autonomy Qfiniti. Built on the Autonomy Intelligent Data Operating Layer (IDOL), this application is massively scalable and is language independent, providing global functionality. Virtually any content can be accessed through Assist via Autonomy’s mature connector framework which supports over 400 repositories and 1,000+ file formats.

- Operates seamlessly with Autonomy Qfiniti and all Autonomy modules
- Operates on any Windows 2000, Windows XP, or Microsoft Vista desktop
- Support for almost any file type including:
  - Email and Messaging
  - Open File Systems
  - Records Management
  - RDBMS
  - Portals, Content Management, Collaboration
  - Social Media
  - CRM and Knowledge Base Systems

About Autonomy
Autonomy Corporation, an HP Company, is a global leader in software that processes human information, or unstructured data, including social media, email, video, audio, text and web pages, etc. Autonomy’s technology manages and extracts meaning in real time from all forms of information, both unstructured and structured, enabling companies to leverage their data assets. Autonomy’s product portfolio helps power companies through enterprise search analytics, business process management and OEM operations. Autonomy also offers information governance solutions in areas such as eDiscovery, content management and compliance, as well as marketing solutions that help companies grow revenue, such as web content management, online marketing optimization and rich media management. Autonomy’s solutions are used by more than 25,000 customers including 87 of the Fortune 100, 10 of the top 10 financial services firms, 75% of the global 100 law firms, 9 of the top 10 pharmaceutical companies and many government agencies. Over 400 of the world’s leading technology companies embed Autonomy’s technology in their products. Autonomy also owns the largest private cloud of diverse data, with 31 Petabytes of information.

Please visit www.autonomy.com to find out more.