



Reduce Tier-1 Calls – Lower Service Desk calls by 30% when implementing an efficient, web-based self-help solution with intelligent knowledge flow capabilities.

Optimize Employee Ramp-Up – Reduce learning time for on-boarding employees by 70% with pre-built, intelligent knowledge flows for training procedures.

Speed-Up Processing Time TCO – Decrease request resolution time by 20% while accelerating time-to-market for new services and improving service consistency.

Capture Knowledge Quicker – Reduce knowledge creation time by 90% with codeless design tools for knowledge flows and advanced analytics for knowledge validation.

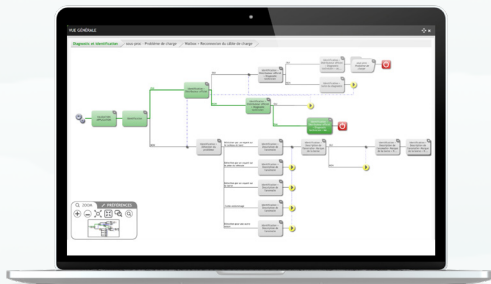
EASY TO USE. EASY TO DELIVER.

NEXT-GENERATION SELF-SERVICE WITH INTELLIGENT KNOWLEDGE FLOWS

EV Self Help is a knowledge platform that enables you to deliver intelligent knowledge to employees, customers and IT Staff. Going beyond what a traditional knowledge base allows, EV Self Help uses decision trees within intelligent knowledge flows that are dynamic and configured to take into account any number of variables. These flows allow users to interact with knowledge the same way they would interact with a human – with Q&A or more conversational decision-making.

EV Self Help employs an innovative approach to creating and providing access to knowledge that improves engagement across the enterprise. Using the codeless studio knowledge designer, organizations can publish knowledge flows to responsive web-based applications for easy access on any device. The addition of advanced analytics in the platform helps ensure continuous improvement of your organization's knowledge and provides data for advanced usage analytics.

DESIGN, PUBLISH, DELIVER AND ANALYZE INTELLIGENT KNOWLEDGE

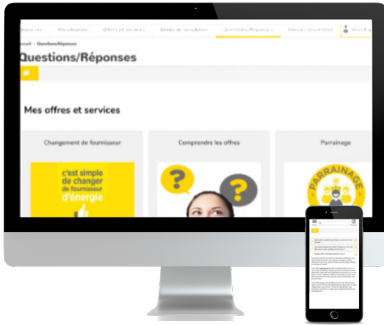
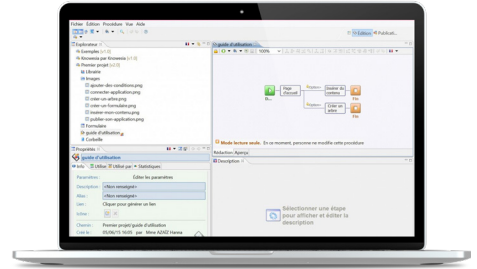


DESIGN DYNAMIC KNOWLEDGE DECISION TREES

A codeless studio enables business experts to design knowledge journeys that allow employees and customers to engage with knowledge in a more natural, logical way.

PUBLISH WEB-BASED KNOWLEDGE FLOWS

The rich drag-and-drop content editor allows import of images, videos and other multimedia content. Seamless import and export integration with Microsoft Office suite makes editing easy. Knowledge flows are published into responsive web pages and standard APIs can be leveraged to connect knowledge flows with other solutions.



DELIVER KNOWLEDGE THROUGH MULTIPLE CHANNELS

Knowledge flows are published into responsive web apps that allow easy access from any device. Knowledge flows can easily be integrated into portals, applications, communities and chatbot interactions.

ANALYZE DATA FOR VISIBILITY INTO YOUR KNOWLEDGE

Get detailed analytics by aggregating usage statistics and end-user feedback to optimize your knowledge journeys, ensure knowledge accuracy and implement continual improvement practices.



EV SELF HELP: A KEY INGREDIENT FOR DIGITAL TRANSFORMATION

Our solution provides the tools to design knowledge journeys that work on any device, providing an engaging user experience and delivering knowledge that employees will actually want to use. Allow the business to immediately respond to trends, customer needs and market opportunities by rapidly building intelligent knowledge-based web applications. Deploy responsive design web portals to make finding knowledge easier, leaving more time for staff to focus on value-added activities.

EV Self Help allows you to accelerate digital transformation across your organization by implementing an effective self-help strategy on a modern technology platform for any persona, including non-IT roles.



END USERS

Dramatically reduce level 1 tickets and increase user satisfaction by empowering your users to solve their own problems with intelligent knowledge-based web applications delivered through a responsive portal.



TECHNICIANS

Improve IT staff productivity and decrease escalations by providing technicians with knowledge flow procedures to guide them through resolution steps for recurring issues or more advanced problems.



NON-IT

Increase non-IT staff efficiency by centralizing organizational knowledge, providing a more uniform self-help experience and documenting business or training procedures in a more dynamic fashion.