

# Power Multiple Channels with One Process

With a knowledge base at the heart of your customer support, you can create a single decision tree (e.g. for returns) and use it to power multiple channels. Imagine every agent in every location following the same quality-assured process along with your chatbot, voice assistants and self-service channels.

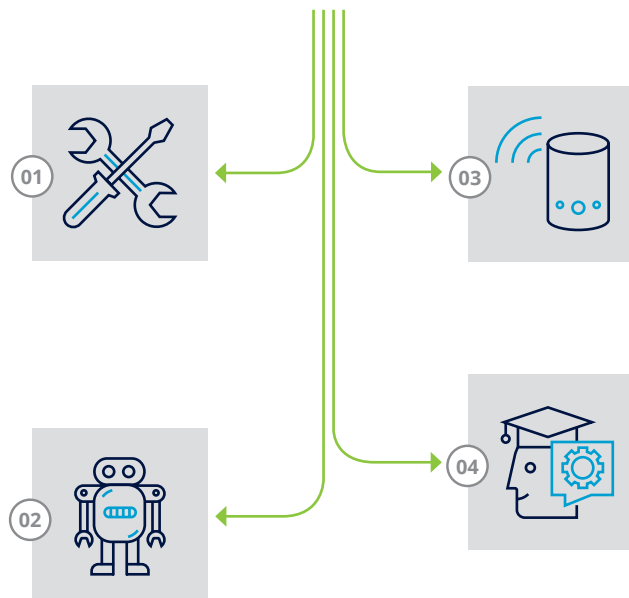
## 01 | Self-Service

Say goodbye to long FAQs and PDFs! Customers can troubleshoot their issues interactively and are guided step-by-step to the resolution.

## 02 | Chatbots

Integrate decision trees into your chatbots to handle simple transactions and support requests in a consistent and structured manner. Example uses cases include:

- Webinar registration
- Troubleshooting a printer problem
- Choosing a mobile phone plan
- Getting an insurance quote
- Ordering pizza



## 03 | Voicebots & Voice Assistants

Power your Alexa skills and other virtual assistants with the same decision tree so users can complete returns and other inquiries via voicebots without ever looking at a screen or calling support.

## 04 | Onboarding & Training

Reduce on-boarding and training time by up to 80%. Employees can focus on getting started versus memorizing huge amounts of information. Turnover problems? Decision trees help you to make new hires productive on day one.