The Knowledge Management Experience

Helping you deliver better answers instantly

Did you know that employees spend 20% of their time looking for information? Or that it can take up to 8 searches for workers to find the correct document? When seconds make the difference between satisfaction and frustration, the Amdocs Knowledge Management Experience solution lets you get right down to business, saving time and cutting costs by giving your employees, agents, and customers real-time access to a single source of truth: accurate, consistent knowledge that anticipates questions and answers them fast.

With telco product lines and service offerings growing increasingly complex, onboarding and training of new employees is consuming more and more time, effort, and resources. Now you can cut training time while offering customers the most accurate pricing, product, and comparison information—so they can make decisions fast and come away more satisfied. Avoid multiple calls and error-prone processes and empower all your agents and technicians with reliable, precise data.

Centralized knowledge management goes beyond FAQs: guided by AI and NLP, it provides a superior customer experience and shorter agent training times.

- ▶ Cut training times by up to 50% for easier onboarding and major cost savings.

- ▶ Improve your CX by up to 150%, providing the 5-star customer experience that's essential to stand out in today's competitive business climate.

- ▶ Increase FCR by up to 40% for happier customers and less stressed agents.

Giving customers the answers they need begins with establishing a single source of truth that all your teams can use, across your entire organization. It's like having your very best and most experienced employees guiding every interaction you have with your customer—giving them a consistently positive experience, no matter what.

Automate answers

Provides a customer-centric response with automated workflow: intent smart routing, real-time agent assistance, or an omnichannel bot.

Boost metrics

Reduce call volume, keep agents on task, and free them up faster, all of which translates to happier customers.

Create consistency

Ensure that customers get the same answers across multiple channels-call center, virtual assistant, chat bot.
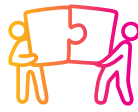
Speed training

Get service, sales, and support teams up to speed faster with easy natural-language search access to product, service, or technical information.

Knowledge Management Puts an End to Silos

Empower Agents
Provide precise answers easily with intuitive personal assistant interface.

Provide Answers
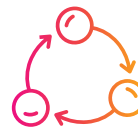Be there for your customers with the answers they need, 24/7.

Guide Technicians
Get instant answers out to your field team wherever they happen to be, on any mobile device.

Boost Productivity
Eliminate barriers and errors by ensuring every department has the same information.

Full Integration
Works with Salesforce, Zendesk, Freshworks, and more to reinvent your existing workflows.

The Amdocs Knowledge Management Experience provides a single source of truth. Customers don't usually know what they're looking for—whether they're shopping for a new package, looking to change or upgrade, or they're experiencing a problem, your agent only has a few seconds to get to the heart of the issue. With AI and natural language processing on their side, agents can quit searching and get back to answering the customer.

1. Build positivity.
Call center agents are more upbeat and personable when they're confident they can provide the right answer quickly and efficiently. And that positivity rubs off on your customer!

2. Deliver robust support.
Resolve tickets faster through instant access to basic how-tos along with automated step-by-step decision trees that quickly walk support teams through your knowledge management system. Plus, agents can share knowledge base information directly with the customer.

3. Answer everywhere.
Provide fast, smart portals that give customers real answers wherever they happen to be, such as a quick search widget deployable on your site.

Amdocs understands your challenges as a modern telco to get accurate information out to customers fast—along with the number of variables when it comes to technical support and service. We'll help you unify your FAQs, service offerings, product details, pricing, and financial or regulatory data in a single accessible repository that improves and enriches every interaction.