



SmartCase™

Contact Center Analytics and Automation Solutions

Intelligence, Automation, Efficiency

SmartCase™ from EpiAnalytics, is a contact center business intelligence and automation solution. This real-time, integrated, text analytics technology automatically identifies the reason why a customer is contacting an organization. All incoming customer requests are accurately categorized utilizing new or existing codes. Once the customer complaint is categorized, appropriate workflows are triggered including, routing, response, or solution auto-suggest.

Benefits

The SmartCase automation technology replaces and augments manual agent efforts. Specific benefits include:

- Increased contact center efficiencies: analyze every support contact in real-time to increase speed and accuracy and trigger workflow rules.
- Operational Business Intelligence: operational reports on key metrics, trends and sentiment analysis.
- Better leverage of support resources: use customer complaint and CRM data to increase efficiencies, cut costs and reduce call volumes.
- Enhanced Risk Identification: ensuring important issues don't fall through the cracks.

To learn more about EpiAnalytics SmartCase and Text Analytics software, please contact an EpiAnalytics sales representative at: sales@epianalytic.com or by calling 858-381-5700, or you can visit: www.EpiAnalytics.com/products/smartcase

Whether a customer has a problem or presents an opportunity, EpiAnalytics makes sure that the right corporate stakeholder quickly receives the information.

Features

SmartCase is a very easy-to-use solution that helps companies achieve the balance of lowering costs while maximizing the cus-

tomers experience. Labor-saving features include: easy integration and an *apprentice learning system* that learns from Agent activities and existing business processes.

SmartCase utilizes automated machine learning. This continuous learning capability leverage an organization's existing service and support business process and workflow to systematically build and validate analytical models: a) eliminating the need for a professional to build a model by reading each and every record – a very time consuming and imprecise task, and b) keeping analytical models alive and fresh. By continuously adding to the training data, subtle nuances in the way customers talk about your products and services are captured and the models react. Keeping models alive and fresh ensures maximum precision with the least amount of effort.

Low CTO and Rapid ROI

The decision to deploy contact center analytic solutions should be guided by the rate of return on investment and the solution's usefulness. SmartCase eliminates the need for a separate data warehouse and the requirement for expensive business analysts. EpiAnalytics powerful analytics can be embedded into existing call center technology platforms so you can leverage your tried and true business processes without requiring multiple system integrations.

Calculating the Return on Investment is quick and easy, here is a sample of what our clients have been able to achieve with SmartCase:



- Case Automation Rate: 75% of all inbound requests
- Overall Agent Productivity: 120% increase
- Customer Response Speed: 600% increase
- Time In Queue: 65% reduction
- Overall Support Productivity: 25% increase
- Customer Satisfaction: 20% increase
- Employee Satisfaction: 50% increase
- First Contact Resolution Rate: 10% increase
- SLA compliance: from 15% to nearly 100%

SmartCase helps Global Contact Centers replace manual reading and routing: with precise analytics and real-time automation ensuring your agents work smarter not harder.

Contact center organizations extend the value of their customer data and CRM deployments with a solution targeted at getting their customers to the right resource quickly and efficiently. Simultaneously increasing operational efficiencies and customer satisfaction.

About EpiAnalytics

EpiAnalytics, Inc. provides smart contact center analytics, process automation and early warning solutions to improve customer service performance and efficiencies. Our on-demand text analytics application is used by Global companies to managing and improving the effectiveness, quality and overall experience provided by a contact center.

Become an industry leader. Call us today and get started.

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