

## KNOWLEDGE MANAGER FOR CONTACT CENTER

ACUTO is the software that allows companies to easily manage all the knowledge to offer a punctual and always consistent customer service

### ALL THE RIGHT INFORMATION AT THE RIGHT TIME FOR YOUR CUSTOMER CARE TEAM

Organize knowledge and facilitate access to information regardless of the contact channel used



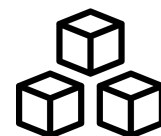
Multi-customer management

Set up dedicated cloud environment



Cloud based

Make data access easy and immediate at any time



Modular structure

Configure the platform according to your needs



## IMPROVE THE AGENT EXPERIENCE AND INCREASE THE CUSTOMER SATISFACTION

### **KNOWLEDGE RELATION TREE**

**Do you want to set up a question tree that guides the relationship with your interlocutor?**

In a few clicks, set up an interactive question tree that guides step by step who manages online or offline relationships with your contacts. Very useful for real-time orientation and to always give correct and fast answers.

### **FAQ**

**Do you want to create a collection of frequently asked questions?**

Collect all the most frequent questions of your interactions with customers and make them available to all your teams. It is important to speed up interactions and always have an eye on the right solution for problems that have already been addressed and resolved.

### **INFO**

**Do you want to develop an internal information knowledge?**

Share with the unit that manages interactions a personalized space that hosts the useful information for spreading a common corporate and service culture: from HTML files, to Word / PDF / PPT documents, to website links.

### **NOTES**

**Do you want to give the opportunity to write down useful information at the end of each interaction?**

Write down all the most important information of an interaction with customers and contacts. It's easy to implement a space in the platform where you can type free text in real time.

### **EDB**

**Do you want to integrate external databases?**

Import all the files you need in table format (Excel, CSV and Open) and layout them in grid format to make them searchable while managing an interaction with your contacts.

