

# eGain<sup>®</sup> Knowledge+AI™

All-in-one and on-target customer service

## Highlights

### Search methods

- ▶ Keyword and intent-based search
- ▶ Natural language search
- ▶ Topic tree browsing
- ▶ Guided help, powered by patented Case-Based Reasoning (CBR)
- ▶ Content federation: Federated search across web site, contact center, enterprise, community and social content
- ▶ All access methods behind single search box

### Search navigation

- ▶ Relevance-ranked presentation of search results
- ▶ Keyword matching to metadata for concept or intent-based search, rather than plain keyword search
- ▶ Best practice guided help for process-centric searches, optimized for contact center agents and customer experience
- ▶ Ability to hop across search methods to find the answer (for instance, from topic-tree browsing to guided help)

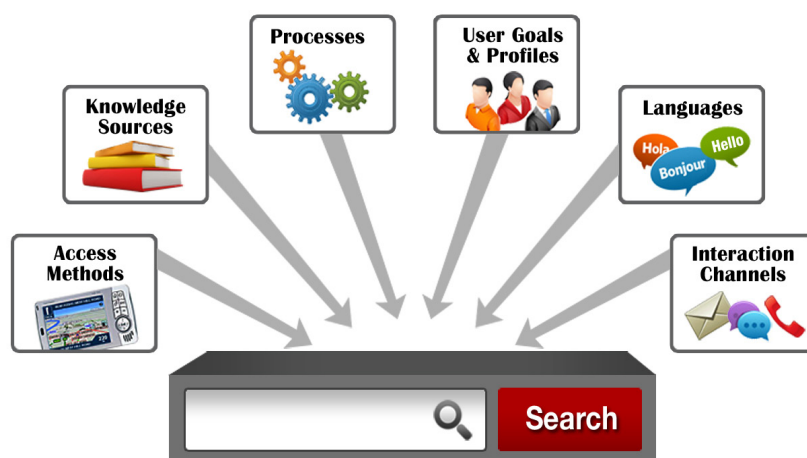
Flexible web-based access to quality information is key for empowering agents and other employees with the information and know-how they need to competently perform their jobs.

**EGAIN KNOWLEDGE+AI™** lets you provide intranet or extranet access to the common knowledge base, enabling contact center agents to provide distinctive, productive, and brand-aligned experiences in every interaction. Powered by the patented **EGAIN MULTISEARCH™** knowledge access technology, eGain Knowledge brings together the power of the industry's broadest set of knowledge access methods, federated search, process intelligence, multilingual capabilities, and flexible look and feel—all behind a single search box—for distinctive, on-target customer service.

The only solution proven in the cloud or on-site for over a decade, eGain Knowledge is an integral part of the eGain customer engagement hub (**EGAIN CEH™**) suite, enabling seamless integration between mobile, social, web customer experience, and contact center products in the suite.

## All-in-one power

Through eGain Multisearch, eGain Knowledge brings together the power of the industry's broadest set of search methods, federated search, process intelligence, multilingual capabilities, and flexible look and feel—all behind a single search box.



Users can then pick the access path of their choice just like an automobile driver would pick a route from several options presented to them by a GPS device so they are always going towards their destination through the route of their choice.

eGain [...] offers most bang-for-the-buck with its comprehensive set of features and solid vendor credentials.

Tim Hickernell, Vendor Landscape: Customer Service Knowledge Management Suites, Info-Tech Research Group



## The Customer Engagement Hub (CEH) Advantage

A CEH helps you to:

- ▶ Woo, wow, and keep customers by making it easy for them to do business with you.
- ▶ Establish and extend competitive advantage.
- ▶ Dramatically reduce interaction costs and increase sales.
- ▶ Maximize contact center productivity, service consistency, business process efficiencies, and self-service adoption.
- ▶ Differentiate the business from competitors by providing a seamless and consistent customer experience in multi-stage service interactions across channels, systems, people, and organizations.

It offers:

- ▶ Keyword and intent-based search
- ▶ Natural language search
- ▶ Topic tree browsing
- ▶ Guided help, powered by patented Case-Based Reasoning (CBR)
- ▶ Content federation: Federated search across web site, contact center, enterprise, community and social content
- ▶ All access methods behind single search box

## Always on target

Powered by eGain Multisearch, eGain Knowledge ensures that searches are productive and are always on target:

- ▶ Relevance-ranked presentation of search results
- ▶ Keyword matching to metadata for concept or intent-based search, rather than plain keyword search
- ▶ Best practice guided help for process-centric searches, optimized for contact center agents and customer experience
- ▶ Ability to hop across search methods to find the answer (for instance, from topic-tree browsing to guided help)

## Knowledge reuse

eGain Knowledge allows you to leverage existing content across your enterprise. External content can be imported into or linked to from the knowledge base. Content and data adapters supports access to information in external content and data systems.

**6** New enterprise search features, combined with its knowledge management and multichannel suite, make eGain a must-have vendor for enterprise short lists.

John Ragsdale, VP of Research, Technology Services Industry Association