



# Knowledge

## CCBox contact centre knowledge base – the right answer every time.

Correct, easily accessible knowledge is increasingly important in a knowledge-intensive economy. Customers expect clear consistent and quick answers to specific questions when they are making purchasing decisions. Moreover, they expect to get the same answer no matter what channel they used to ask the question.

CCBox Knowledge offers a cloud-based intelligent knowledge base platform that can handle your customers' questions with ease and enables you to:

- ◆ Provide superior service to your customers
- ◆ Save time and improve efficiency of your agents

It allows you to tap into the Frequently Asked Questions your customers have and automate the delivery of clear consistent responses for improved customer satisfaction. Save time and effort on common FAQs and focus on your core business or address more complex questions.



## How CCBox Knowledge Works...



### COLLECT

Create simple instructions for your agents and use the existing knowledge base or any digital content that can be referenced by a unique link. Include sample calls with screen recordings as learning material..



### PUBLISH

After you've collected the questions and answers, publish your knowledge online for customers and employees. Determine collections and articles that fall within them. Distribute training packs to a single agent, selected teams, or the entire business unit. E-learning package can also be delivered to remote and home based agents..

# How CCBox **Knowledge** Works...



## **ANALYSE**

Agents always complete a custom quiz after training in order to measure knowledge acquisition. You can track their progress and measure the effectiveness of the training on future calls..



## **OPTIMISE**

The information from your statistics and article reviews enable you to continuously improve your knowledge base and make it better and more valuable.

## Why choose CCBox **Knowledge**?

### **EXPERTISE WITH ENTERPRISE SOFTWARE**

We know what is required for a high-quality knowledge management system; CCBox offers a cloud-based intelligent knowledge base platform that can handle your customers' questions with ease, no matter the size of the organisation.

### **USER-FRIENDLY SYSTEM**

No cumbersome actions or complicated screens; everything is deployed on one screen; Save time and improve efficiency of your agents.

### **CUSTOMER-CENTRIC**

Built-in knowledge base analytics tools enable you to really understand your customers. Deliver highly personalized answers to customers depending on context, such as specific interests or demographics. The internal knowledge portals let you personalize the questions based on expertise level or department. Learn quickly which questions generate the most escalations to agents and what knowledge is lacking in your knowledge base.

### **WEB SELF-SERVICE**

Web self-service based on your needs: static web pages with frequently asked questions, dynamically served database-driven answers, or a modern dynamic and personalized online Help Centre.

### **INTEGRATION**

Integrate with your CTI, chat, email and CRM systems so that your customers have access to their knowledge base within this software.

**For more information on any of our products or services  
please visit us on the Web at: [www.ccbox.global](http://www.ccbox.global)**