



Simplify customer interactions with Self-Service automation.

Why Self-Service?

- Reduce cost to serve customers
- Manage unpredictable service enquiry peaks
- Give consumers choice of channel
- Optimise the customer journey and gain the resources to support it
- Do more with less
- Improve customer experience
- Let customers get information quicker and more efficiently
- Be easier to do business with.

Advanced, automated solutions that let you be available 24x7x375.

With more channels available to customers than ever before, they expect you to keep pace with their preferences - including their desire to sort things out for themselves without speaking to anyone, and at any time of day or night.

Today, consumers now only phone a contact centre as a last resort or if they are not familiar with using technology. So, the role of the contact centre agent is now seen as the 'knowledgeable, trusted advisor' who answers the complex questions that need personal handling.

To match expectations and deliver a great customer experience, organisations need to adopt Self-Service channels that integrate with other channels to provide a seamless customer journey.

Eckoh have been delivering automated solutions for contact centres for many years - raising efficiency and satisfaction.

We offer automated solutions across voice and web channels so you can enable your customers to be self-sufficient when making orders and payments.

Hosted IVR - automated call options (menus) and voice recognition systems

Speech Recognition - advanced voice recognition systems that remove the need for IVR menus altogether

Visual IVR - a combination of visual and spoken interaction for smartphones - ideal for handling large volumes of information.

"Tenpin has received exceptional IVR and Self-Service support from Eckoh. Their excellent record made them a great choice for us when we looked for a new supplier of a complete end-to-end telephony solution."

Tenpin

Multi-Channel Self Service

With the majority of people now using smartphones, consumers want to contact you at any time of day, or night, on any channel they choose.

Multi-Channel Self-Service is about offering customers the chance to engage with you in whatever way suits them, at any time of day. It allows shift workers or insomniacs to do their shopping in the middle of the night, patients to call and book or change an appointment whenever the need to, or any customer to check and

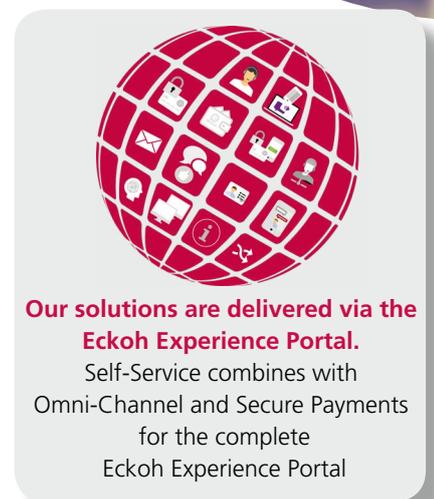
update their accounts and preferences in a mobile app, through an IVR, on a website at any time that suits them.

Our continued investment in technology means you gain access to, and benefit from, the latest natural language speech recognition that can greet your callers with a simple 'how can we help you today?' and allows the customer to use their own words to find what they want.

With the Eckoh Experience Portal you can combine Self-Service options with our Omni-Channel solutions for a truly seamless customer experience.

Key solutions

- **Hosted IVR** - the underlying automation platform that delivers your complete Self-Service customer engagement process across phone, web, mobile app and Chatbot
- **EckohROUTE** - control how and where you inbound calls are delivered and take PCI DSS secure payments
- **EckohASSIST** - advanced speech recognition that routes callers by simply asking them 'how can I help you?'
- **Chatbot** - deliver a customer service that never sleeps so you can interact intuitively at any time
- **Visual IVR** - a powerful combination of visual and spoken interaction that transforms customer smartphone engagement
- **Knowledge Base** - a central hub of information providing consistent, accurate answers for your customers through dynamic search



Our solutions are delivered via the Eckoh Experience Portal.

Self-Service combines with Omni-Channel and Secure Payments for the complete Eckoh Experience Portal

75% of people said self-service was a convenient way to address customer service issues ^[1]

80% of brands expect to provide customer services with Chatbots in the next four years. ^[2]

67% of people would rather use Self-Service than speak to someone^[1]