

EXP+ Empower **Sitel® Knowledge Base**



Put the most relevant information at your agents' fingertips.

Boost your CX with More Accurate Support

A knowledge base facilitates instant access to information directly within the agent interface to enhance customer support accuracy. It also reduces repeat calls, minimizes customer effort and drives satisfaction. Sitel® Knowledge Base can be combined with other products from across EXP+™ to deliver self-service support to customers via web, mobile and email to deliver consistent responses across live-agent and self-service touchpoints.



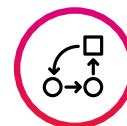
Intuitive

Support agents with easy-to-access information, ensuring consistent responses across teams and agents.



Consistent

When extended into consumer-facing channels, ensure consistency across self-service and agent interactions.



Continuous Improvement

Measure and score the popularity and effectiveness of your self-help content, driving customer satisfaction.





Information at your Agents' Fingertips



Accelerate Speed to Proficiency

Agents are more confident, driving customer engagement and reducing agent attrition.



Instant Access to Information

Reduce average handle time (AHT) and drive customer satisfaction (CSAT).



Promote Consistent Responses

Deliver the same information across all agents and touchpoints for a better brand experience.



Enhance Response Accuracy

Reduce repeat calls by giving agents the information they need, when they need it.



Superior Customer Experience

With faster, more accurate responses, customer satisfaction improves.