

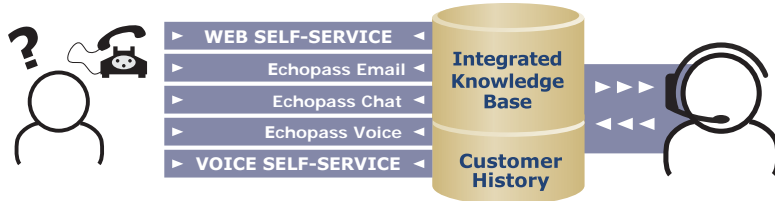
RightNow Voice™ with Echopass Voice, Email & Chat



Wouldn't it be great if there were a customer service solution that could reduce inbound telephone calls requiring agent assistance, scale with customer demand and still build customer satisfaction? RightNow's unique approach to voice self-service does just that. RightNow Voice provides your customers answers to inquiries immediately, while service representatives are assisting other customers. But unlike traditional approaches where customers are forced to navigate menus via the keypad and select from a narrow range of information, RightNow Voice allows customers to quickly find answers to their product or service questions.

Use Voice Processing Technology to:

- Search a dynamic knowledge base, not a narrow list of static information
- Provide consistent information across all of your support channels, from live support provided by agents to automated online support
- Inquire for specific information or browse the knowledge base for the content you desire



Knowledge Management Traditional Approach vs. RightNow's Approach

Traditional IVR systems typically are limited to a narrow list of static information. Historically these systems have also been burdened with rigid user interfaces and high maintenance overhead. By joining leading voice processing technologies with industry leading knowledge base, RightNow improves voice self-service. Echopass provides Voice, Email & Chat to reduce operating costs.

- Provide all or part of your knowledge base information to customers via the voice interface
- Easily make new information available by simply adding it to the knowledge base
- Direct users to the most useful information self-learning technologies
- Allow customers to search for information with natural, flexible voice instructions
- Echopass provides a seamless customer experience from self-service to live agent

RightNow Technologies has helped companies of all sizes and nearly every industry succeed in customer service. In a field where experience is in short supply, RightNow is an established leader in helping companies make the most of every customer interaction.

Features

- 24 x 7 access to automated service
- Segment specific information for different customers
- Consistent information across all support channels
- Hosted solution reduces investment and speeds implementation

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