TREND

Omnichannel & Self services

HELPLINE

WE MAKE IT EASY
The Omnichannel, for a seamless user experience and a successful end client support experience

With the evolution of technological means, information sharing is gathering speed and is diversifying. The user has to be able to interact with the End Client Support, with the channel of his choice (phone, portal, chat...) when he needs it and depending on what he is doing. Furthermore, the support process has to be seamless. For instance, the user has to be able to open the incident from the portal, get progress information via chat, and close the incident on the IT store, without having to explain again the context or resolution intents already performed.

HELPLINE makes you benefit from its 3M€+ in an « All in One » platform: a omnichannel solution where all the interactions (voice, mail, chat, portal…) are managed in an integrative way and seamlessly.

The Benefits for the client:

**Supervisor**
- Flexibility
- Precise steering of the activity
- Skills Development of the team
- Reactivity

**Users**
- End to end service
- Productivity
- Successful user experience
- Quick access to End Client Support

**End Client Support user**
- Helps in decision making
- Transparency
- Performance
- End Client Support availability

**IT Dpt. / Company / HR**
- Digital experience
- Employee Satisfaction
- Adapted services Catalogue
- Improved Image
The creation of a portal, another step toward digitalization

In the framework of the digital transformation of End Client Support for users, the portal is an indispensable solution as a complementary support channel. This portal allows to bring more service to employees by adapting to today and tomorrow’s usages. In summary, it’s about orientating towards the use of a new priority channel for any information, support and incident management request.

In a context where incidents have to be solved in shorter and shorter deadlines, the user’s level of expectations are higher and higher. That’s why they have to be able to solve their problems themselves without having to systematically rely on Help Desk. In this sense, the portal represents the gateway to Self-
Service/Self-Care solutions. It allows to centralize communications and provides users an ideal interface to meet their needs.

**Benefits of the portal**

- Improves the image of the IT department, first point of contact with the user
- Promotes, values the service catalogue and places the IT Department as a service provider
- Reinforces the end user’s level of autonomy
- Increases user satisfaction (personalization of services, immediate and accurate access to information)
- Available 24/7/365 in multilingual
- Eases access to services provided by the IT department therefore improving employee productivity
THE PORTAL, ANCHOR POINT OF SELF-SERVICE SOLUTIONS

A Self-Provisioning, self-management of requests

Self-Provisioning allows end-users to make to himself the lacking resources available in an autonomous way without the intervention of IT staff or a service provider. This gives greater freedom to user who can freely access their supplies catalogue (PC, consumables,) or intangibles (specific software, …) available on a portal. The supplies catalogue is in self-service and completely customized.

The user is never abandoned:

The callback system triggers itself thanks to a Self-Help functionality, in case of the user’s inability to solve his problem, and to contact the help Desk service directly from the portal; an agent will then contact the user in the following minute.

Self Help, self-management of incidents

Self-Help is a tool allowing user to self-repair. It allows the generate interactive and multi-media resolution guides and bring forth intuitivity and facilitate the user to non-technician users. Self-Help solutions are based on the principle of resolution trees, allowing users to solve incidents in full autonomy. Self-Help offers many advantages such as improving user autonomy, a substantial reduction of the volumes of calls to the Help Desk inducing cost cutting and increased availability of the service, just because the service is available 24/7.
A resolution tree, what is it?

It’s a presentation in tree-shape of technical or functional resolution processes stored in a database. It helps to transform and immediately display a resolution process of the incident directed to the user (Self-Help) or the Help Desk (Solution Tree).

The virtual agent: the agent 2.0

This personal assistant allows the user to **efficiently and quickly** find an answer to your question. Thanks to key words identified in the user’s request, the virtual agent will select the most adapted response inside the database. It is then presented in the shape of a dialog box, that can be fully adapted, including (or not) an avatar.

The virtual agent is able to answer many questions tolerating spelling mistakes, syntax or grammar. It can also understand abbreviations such as SMS.

**HELPLINE also sets up new proximity channels with Businesses, based on the concierge service concept, adapted to IT.**
The IT space, a space at your service

The IT space offers a full IT assistance (set up, commissioning, re-conditioning for operation of IT hardware, user assistance) available to all employees of a specific site. This space meets a real need from users to the extent that the range of services really improves productivity. Besides, the brand image of the company is positively impacted, which increases attractivity while making clients loyal.

The benefits which stem from the IT space are: simplifying of access to end client support, immediate welcoming, increase of user satisfaction, accompanying change management, etc.