

Consona Live Assistance

What It Is

Let's face the facts. When a customer needs hands-on help, they want it now and they expect you to know everything they've already told you about their problem...and then some. So how do you, the only person who can fix whatever went wrong, be there where and when they need it? The answer is a collection of powerful tools included in **Consona's Live Assistance solution**, such as web collaboration, e-mail, live chat, and phone support interfaces which provides support technicians with multi-channel consistency across all assisted service channels to resolve common end-user problems.

What It Does

Live Chat

Consona Chat allows seamless escalation from your online support portal to a low-cost assisted service channel that can handle up to four chats simultaneously.

Features Include:

- Inbound chat or outbound, proactive chat.
- Ergonomically designed, color-coded, high-volume, multi-chat user interface.
- Real-time SLA monitoring.
- Service histories and diagnostic data are displayed with the chat request.
- Seamless integration with and escalations to other support channels.



Real-time SLA monitoring allows CRS's to monitor their daily statistics as well as provide supervisors with the ability to:

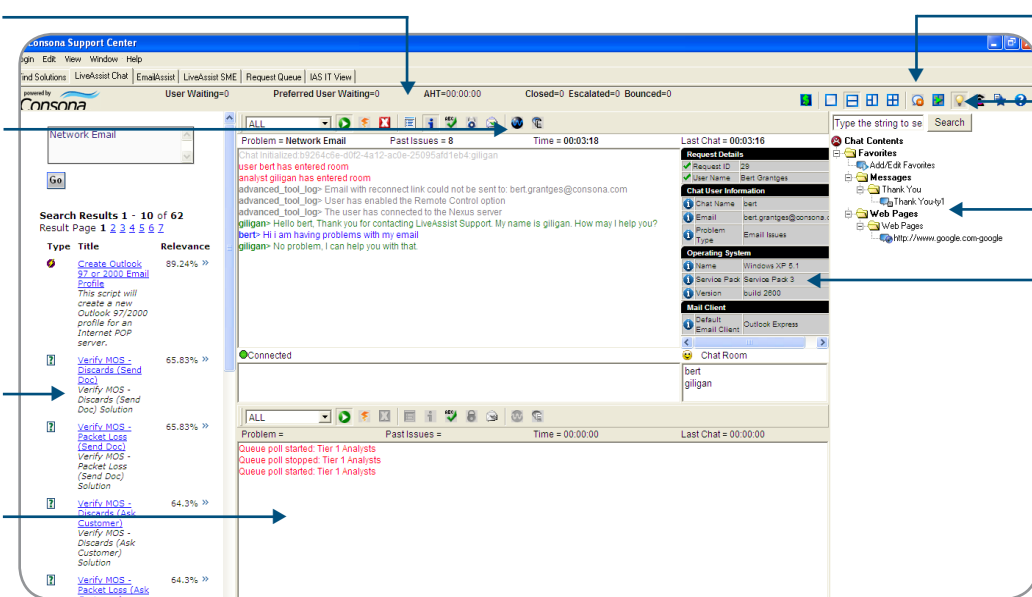
- Monitor queue times and trends via alerts and out of the box reports.
- Monitor individual chat sessions in real time.
- Privately chat with agents to encourage best practices.

Personal SLA monitor and banner messages

Access to powerful agent tools

Contextual support/Content capture window

Handles up to four simultaneous sessions



On Break button

Resolve window

Searchable canned messages

Automated collection of diagnostic information

Why You Need It

- Deep integration with case management and knowledge management tools
- KCS *Verified* solution supporting Knowledge Centered Support methodology
- Advanced diagnostics and resolution tools
- Intelligent routing
- In-depth reporting

Web Collaboration

The Consona Remote Control feature enables web collaboration by preventing expensive and time-consuming customer visits through full remote control of a customer's machine. It offers simple connection flows so users who call in for help can be remotely assisted in a matter of minutes. Once connected, you can feed your agent critical diagnostics information about the customer's PC and environment to speed resolution times.

Features include:

- Firewall traversal, regardless of location, firewall, or NAT protections.
- Automatic reboot and reconnection if a user is disconnected during a session or reboots his system.
- Remote control record and playback.
- Privacy settings that require a user's permission for remote computer management.

E-mail

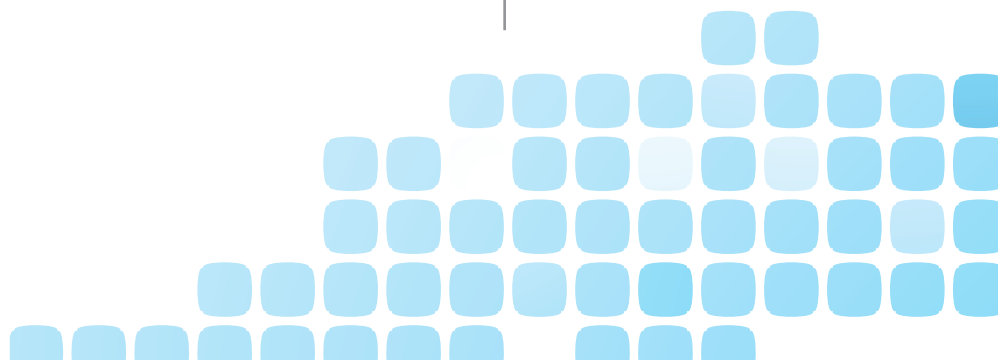
The Consona E-mail Assist tool provides electronic communications (e-mail) between customers and analysts at high-volume contact centers. Consona E-mail Assist is also fully integrated with other Consona Live Assistance channels, helping service and support organizations more efficiently manage "channel-hopping" consumers, subscribers and employees.

Features include:

- Unlimited mailboxes for high volume contact centers.
- Detailed customer histories visible to the agent, fostering personalized service.
- Automated message feeds for the agent, based on group and/or queue assignments.
- Productivity views, such as length of time an e-mail is open and percentage of follow-up messages sent.

What You Get

- High volume chat and e-mail
- Automated diagnostics
- Web collaboration via remote control
- Phone support interfaces
- Every interaction logged
- 64-Bit compatibility (Windows Vista and Windows 7)
- SQL 2008 support
- Firefox compatibility



Phone Support Interfaces

The Consona Voice Assist tool brings functionality to both enterprises and customer-facing service and support organizations by automating the technical diagnostic process via the telephone when an end-user is unable to connect to the Internet. The software can dynamically configure the information into a code specific to the situation. The end-user can then provide the code via the telephone to a support professional, and using the diagnostic data indicated, the service representative can more quickly and accurately troubleshoot problems and provide the caller with a resolution.

Features include:

- Ability to test various system parameters, network hardware and settings, and e-mail settings against predefined values.
- Automatic code generation, utilizing Smart Issue data, that can be interpreted on the service rep's side and provide valuable PC / application state data.
- Integration into any VoiceXML compliant IVR system.
- Seamless escalation to a chat or remote control assisted channel when further diagnostics or resolution is required.

More on Consona Live Assistance

Individually, there are many point solutions out there on the market that can be cobbled together to create your multi-channel support infrastructure. So, let us tell you a little bit about Consona Live Assistance's key differentiators:

Deep Integrations

First, the assisted channels across Consona Live Assistance are deeply integrated with one another, which means seamless escalations from channel to channel without losing key customer or issue information. Second, Consona Live Assistance is built to allow for deep integration with Consona's—but also any other vendor's—case management and knowledge management solutions.

Case Management

It is critical to have a single system of record for all service and support issues, regardless of channel. Consona Live Assistance offers integrated access to details of the logged-in customer's current issue and past issues—as well as status checks and request-history look-ups. It also allows administrators to create configurable requests that facilitates routing and diagnosis. Our integration tools will help you log and track channel hops and escalations, such as converting a chat request to a "contact me later" e-mail request, and vice versa.

Knowledge Management

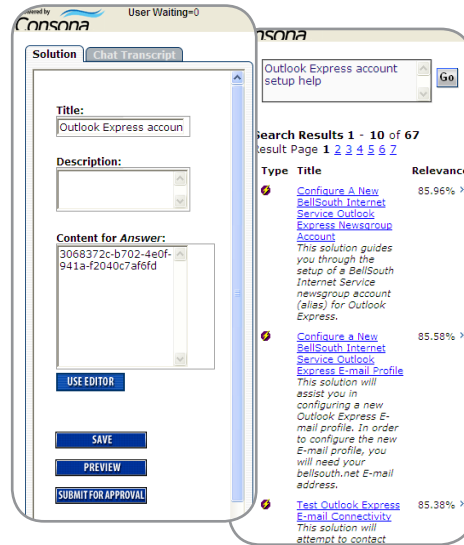
If there's one thing Consona believes in, it's that knowledge management is not a module. With knowledge at the center of your support ecosystem (after all, it is how you solve cases!), you'll ensure that every support interaction is handled with the same set of resources, and that every case—regardless of channel—is an opportunity to improve that set of resources. That's why Consona Live Assistance offers integration to Consona's KM tools, as well as other leading solutions which allow for knowledge to populate in the same screen agents are using to manage assisted support channels.

Consona Live Assistance features three patented unique technologies:

- 1) **Smart Issue** dynamically collects diagnostic information directly from a customer's machine in real time. When a customer has a problem or question, the Smart Issue system automatically collects only the relevant, permission-based information specific to the user, system and incident.
- 2) **Support Actions** are scripted automated fixes that can be securely delivered to customers' computers. Support Actions reduce errors and resolution times by enabling an agent to push a button and resolve a problem remotely.
- 3) **Nexus Technology** is a patented server process that provides a secure gateway to allow remote connection between the customer and support agent, regardless of location, NAT protections or firewall configuration.

KCS Verified Solution supporting Knowledge Centered SupportSM methodology

Consona Live Assistance offers a Resolve Window, which enables faster resolution times by producing relevant, contextual knowledge immediately to agents. Furthermore, when an agent completes a customer interaction, the Resolve Window presents an opportunity to capture, improve, or reuse the knowledge used to resolve the incident. Integrating these processes allows for Consona Live Assistance to align with the Knowledge Centered SupportSM (KCS) methodology and with Consona's vision as a KCS *Verified* solution suite.

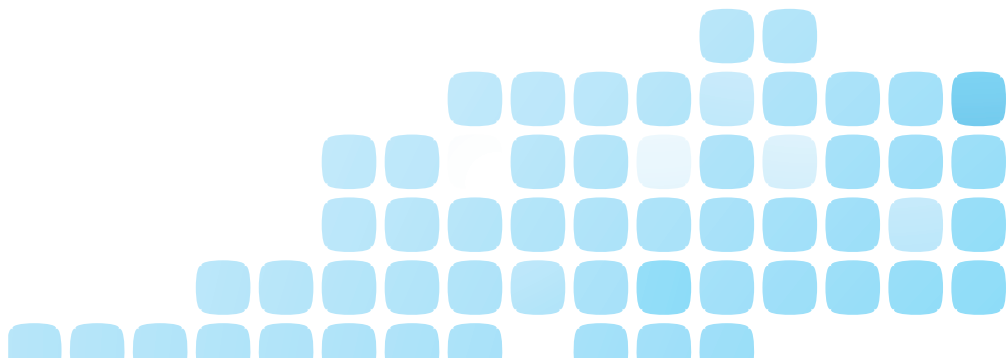


Advanced Diagnostics and Resolution Tools

Increase resolution and average handling time for known issues by providing a personalized and differentiated support experience. Our web-based remote control capability uses both indirect and direct connections to offsite computers, helping your agents provide remote maintenance and issue resolution. All the environmental information is at their fingertips so they can provide a faster diagnosis. What's more, agents can resolve issues even faster with our Support Actions—or scripted one-click fixes—that can be deployed directly onto a customer's PC for immediate resolution of common, known problems, such as "Reset my password" or "My e-mail is not connected." Our remote diagnostics and repair tools are a surefire way to simply "Wow!" your customers with value-added service.

Intelligent Routing

Consona Live Assistance channels provide seamless escalations from channel to channel without losing key customer or issue information. It can not only intelligently route incoming requests to ensure the issues are distributed according to expertise and availability but also dynamically route issues to queue's and other channels based on the issue itself. And, the queue parameters are configurable so the system knows who is working or who isn't, how many customers an agent may already have, and be able to provide pre-configured messages for the agent to push to the customers.



In-Depth Reporting

Service and support success requires that all stakeholders know how they're doing. With measures that pull together results from each channel, Consona Live Assistance offers a comprehensive real-time analyst and SLA monitoring, as well as a reporting system that can provide management with daily agent performance statistics, as well as personal SLA reports for each agent. There also are operational and analytical reports to evaluate organizational and individual effectiveness, customer satisfaction surveys, and audit logs for chat and remote session support. Further metrics to monitor, compare and improve the adoption, usage and effectiveness of your assisted and self-service channel offerings also are available.

The screenshot shows the 'Analyst Monitor' interface. At the top, there are menu options like 'Find Solutions', 'LiveAssist Chat', etc. Below that, there are filters for 'Queue Filter' (All, Sales, Tier 1, Tier 2) and 'Status Filter' (All, Closing, Available, Unavailable, In Chat). There's also a 'User Search' field and a 'GO' button. Below the filters, there are settings for 'Auto Refresh' (1 Minutes) and 'Analysts Per Page' (25). The main part of the interface is a table with columns for 'Full Name', 'Login Name', 'Chat Window' (with sub-columns 1-4), and 'Status'. The table contains data for several agents, including 'Account, Admin', 'Account, Analyststier1', 'Account, Analyststier2', and 'Grantges, Bert'. Each row shows the agent's name, login, and their current status and chat window details.

Full Name	Login Name	Chat Window				Status
		1	2	3	4	
Account, Admin	admin	Sales, Tier 1 Analysts, Tier 2 Analysts 00:31:15 View Chat	Sales, Tier 1 Analysts, Tier 2 Analysts 00:02:59	Sales, Tier 1 Analysts, Tier 2 Analysts 00:02:58		Active 05:43:30
Account, Analyststier1	analyststier1	Tier 1 Analysts 00:01:57	Tier 1 Analysts 00:01:57	Tier 1 Analysts 00:01:57		Away 00:01:57
Account, Analyststier2	analyststier2	Tier 2 Analysts 00:03:35	Tier 2 Analysts 00:02:32	Tier 2 Analysts 00:03:34	Tier 2 Analysts 00:00:19	Active 00:13:50
Grantges, Bert	bertg	Sales, Tier 1 Analysts, Tier 2 Analysts 00:23:35	Sales, Tier 1 Analysts, Tier 2 Analysts	Sales, Tier 1 Analysts, Tier 2 Analysts	Sales, Tier 1 Analysts, Tier 2 Analysts	Active 00:13:50

About Consona CRM

With a comprehensive set of solutions spanning self-service, customer management, chat, communities and proactive, just-in-time marketing and support—all fueled by a patented, best-of-breed knowledge management platform and backed by advanced analytics—Consona's KCS *Verified* tools are the choice for integrated, multi-channel customer service and support. The only CRM vendor focused entirely on service and support, Consona helps the Global 2000 control costs while providing a superior customer experience.

Consona
Problem: Solved!
crm.consona.com

Consona Corporation
 450 East 96th Street, Suite 300
 Indianapolis, IN 46240

Toll Free/Fax:
 (888) 8 CONSONA
 (888) 826-6766

info@consona.com
 crm.consona.com