

iMatch – Automated Support/Service Agent



The Challenge

Research indicates that approximately 80% of the issues reported to the support/service staff are repetitive. Identifying solutions to repeat issues is a challenge as users or agents need to guess the right words to get to the right solution. The following synonyms demonstrate the challenge:

Chars vs. Characters

Server vs. Host

Encrypting vs. Secured

iMatch is a software add-on to CRM and Service Desk systems that automatically matches existing solutions to issues while eliminating escalations and reducing time to resolution. iMatch unique algorithm “understands” the description of a new issue coming over the Customer Portal, CRM or email and offers solutions or similar issues resolved, even if they were described in different words.

“Automatically identifying solutions to repeat issues, regardless of choice of words, or vocabulary, or language is a breakthrough and innovation that can significantly boost Self Help capabilities of organizations, increase expert effectiveness and reduce escalations & rework”.

John Ragsdale, VP Technology at TSIA

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- Once installed iMatch automatically learns the corporate terminology by going over issues/solutions
- As a new issue is reported over email or through the CRM, iMatch "understands" the issue and offers relevant solutions or similar issues from the past, even if described in different words
- iMatch patent pending matching algorithm identifies the essence of the new issue and is able to pinpoint other relevant issues/solutions automatically - no search or browse needed
- iMatch continues to learn new terminology over time so that it stays current and even improves
- iMatch seamlessly integrates into any CRM, Service Desk or Portal applications
- iMatch extends existing knowledge – no data move or duplication required



- Minimize downtime by accelerating issue resolution
- Deflect calls by delivering effective Self Help to end users
- Increase First Call Resolution rates by boosting agent knowledge
- Shorten service cycles
- Save experts time:
 - » Resolve issues once – avoid repeat handling of same issues
 - » Resolve issues without escalations
- Shorten training time for new personnel
- Reduce the impact of turnover
- Maximize value of existing knowledge bases without data duplication
- iMatch implementation is very easy and ongoing cost of ownership is low

Join the thousands that use Softlib products today!! Our customers include:



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