

# Meeting the Challenges of Your Changing Customer Experience

You know Panviva as your trusted knowledge partner. We have collaborated with you to streamline processes, reduce your training times, and help you deliver an exceptional customer experience by providing simple targeted knowledge to your employees at their moment of need.

Panviva's Digital Orchestrator extends your knowledge capability to provide a single source of truth for your company and customers. Create, curate and deliver consistent, contextual and accurate answers to your customers anytime, anyplace. Provide a better customer experience through your customer service teams, chatbots, virtual digital assistants and all your digital channels. We help you connect the digital dots of your organization.

*We help you connect the digital dots of your organization.*



*The Omnichannel is complex. Panviva's NEW Digital Orchestrator makes it easy.*

## Omnichannel authoring made easy

You've told us how difficult and costly it is to create and maintain information across multiple channels especially as content and governance silos fragment customer experience.

**WE LISTENED! We've simplified your content creation process with Digital Orchestrator.**



Content is written once and delivered anywhere from your existing Panviva repository.



Now you can maintain the integrity of your message while changing the format based on the device or channel: Alexa, chatbots, tablets, phones and more.



Digital Orchestrator also connects knowledge contributors and approvers from all functions across your business.



Our streamlined authoring process reduces the time it takes to become customer and market ready.



*"Before, information on outside resources could be anywhere—email, database, sticky note. With Panviva, we have a single source of truth: One place to find information in an easy way."*

Susan Gemmel, 2-1-1 Director, Kings County 2-1-1, Crisis Clinic.



The new single audit trail further reduces compliance costs and expensive data breaches while improving efficiencies. Enable customers to communicate via their preferred channel without sacrificing their level of service.

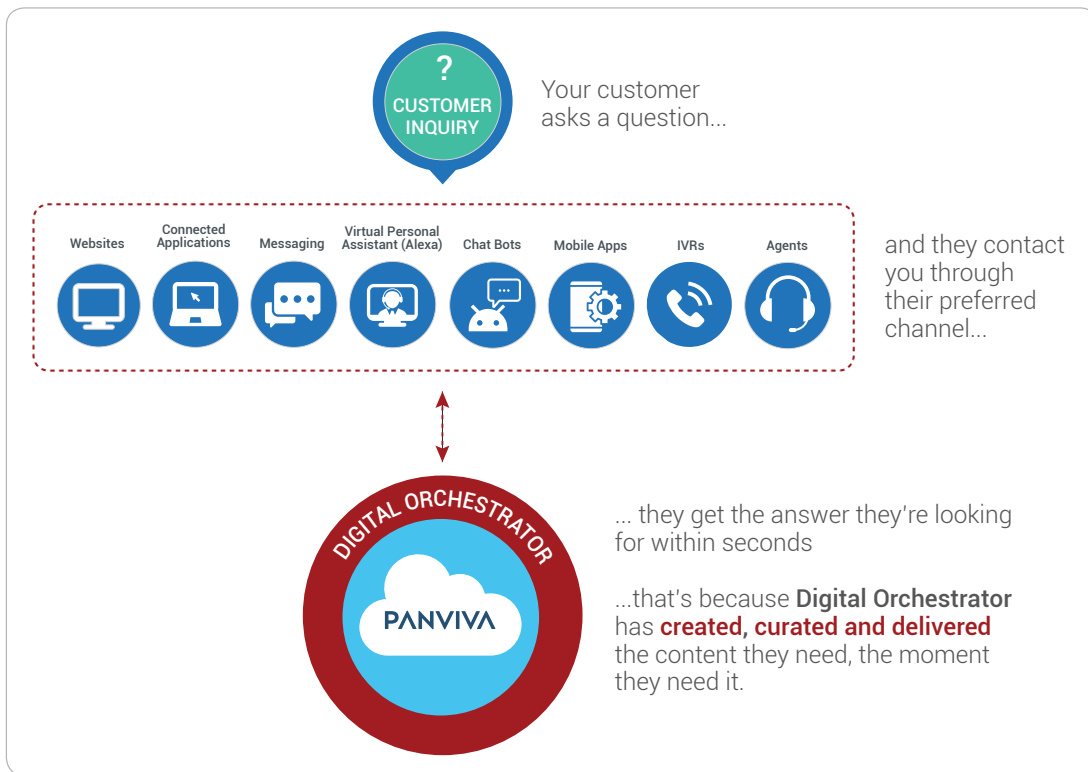


*"Compliance loves Panviva. Everything is documented. We have immediate proof of policy changes."*

Lisa Angst, Project Manager,  
Western Health Advantage

**Panviva's Digital Orchestrator supports your customer's channel of choice by managing content from a single repository, enabling you to deliver an exceptional, seamless customer experience.**

## Increase your organization's self-service ability



**When your self-service function fails your customers lose trust in your business.**

Now answers to even the most complex questions are at your customer's and employee's fingertips. Panviva's Digital Orchestrator gives your customers and internal teams access to the same knowledge as your business experts, providing a single source of truth.

Panviva has transformed organizations in health care, telecommunications, financial services and more. **Contact Panviva today** to learn how we can help accelerate your digital transformation.

Call 617-917-5336 or visit [panviva.com/transformation](http://panviva.com/transformation)

**REQUEST A DEMO**

# PANVIVA

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