PANVIVA

NEW! Multi-View Display
Now your teams can multi-task with our Multi-View extension!

The world of customer experience has rapidly changed.

Let's face it, your customers love to multi-task and providing them with a channel to ask questions in between meetings, running errands or even cooking dinner is important!

While live chat is not here to totally replace traditional phone or email channels, it provides your customers with an additional option to solve their problems in a single click!

Based on this we understand the way traditional Knowledge Management system displays today may not be most effective.

We've created an extension for Panviva Knowledge Cloud software to better assist your live chat agents!

# How does Multi-View assist your team?

Handle multiple conversations / interactions simultaneously

Live chat sometimes means a stop start interaction.

Maybe the customer's doorbell rings mid-conversation, or they are searching for their customer number. It's important your agents can support multiple customers at one time – which means simultaneously having access to the knowledge to answer all those questions.

Seamless context switching

The challenge of switching from chat to chat means your agent needs to remember exactly where each interaction is at. This means remembering which procedure, policy or process they were referring to in order to assist the customer. Just having access to 1 or 2 documents isn't enough. Multi-view allows you to access any number of documents at one time.
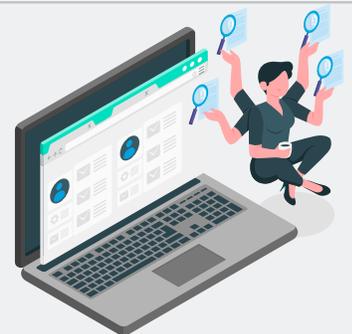
Improved agent productivity with better customer outcomes

Constantly searching for information is exhausting for agents, especially when handling up to 6 interactions at once! Make sure all your customers instantly get the right answer every time, no matter if it's by phone, chat, web or even Alexa.
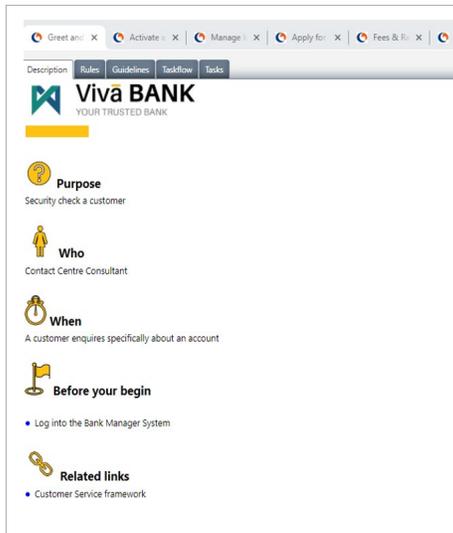
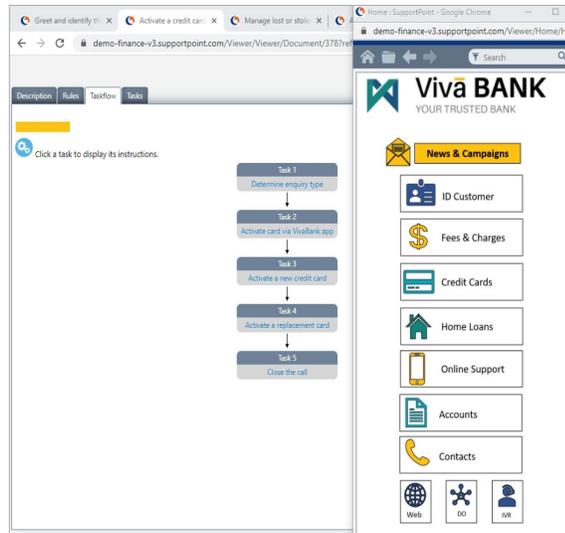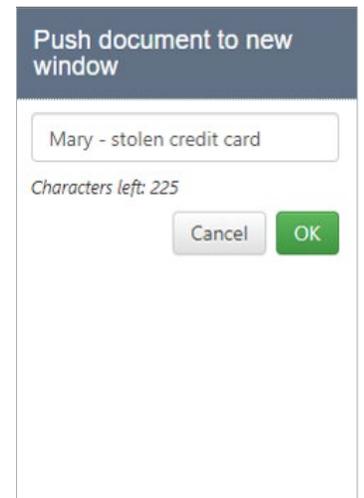## Some of the reasons our customers love Multi-View:

View up to 6 documents at one time - never lose your place regardless of context switching

Agents can customize their display to allow for quick access to their top documents

Rename documents to match your customer interaction - for quick access when switching between chats

> *"The new feature has received a lot of positive feedback from our frontline agents, particularly within our LiveChat contact centers.*
>
> *Since it was introduced we've now been able to successfully exit all of our LiveChat agents in both Manila & Australia from their old knowledgebase and they are now all solely using Panviva."* - Knowledge Manager, leading Energy Provider.

See Multi-View in Action
Watch the video

Experience Digital Transformation Harmony

Panviva has a vision to simplify your digital experience, by creating a Digital Knowledge Ecosystem to deliver your Omnichannel vision. Panviva's Digital Orchestrator joins the digital dots of your organization.

Gold
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Microsoft

PANVIVA

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