SupportPoint

Business Process Guidance Streamlines Calls, Tasks and Training

SupportPoint gives contact center agents and back office employees step-by-step guidance to accurately and efficiently complete even the most complex task. A powerful combination of business process and knowledge management that we call Business Process Guidance, SupportPoint acts like a GPS, determining an employee’s location in any task and then guiding them through the process by delivering concise, up-to-date data and directions.

“SupportPoint provides all the capabilities of what I call a smart desktop. It enforces consistent processes, can guide users in applications or substitute easier ways of accessing and inputting data, provides context for information and suggests next steps...Organizations that want to empower their customer service agents and help them achieve business goals should consider Panviva’s product.”
Richard J. Snow
VP & Research Director
Ventana Research

SupportPoint business benefits:
- **Performance Improvement.** Employees don’t have to rely on their memories; SupportPoint guides them through tasks quickly and more efficiently
- **Risk Mitigation.** Employees work consistently and accurately and comply with industry and government regulations guided by up-to-date data and directions
- **Speed to Competency.** New hires are guided by best practices from the start and learn on-the-job – removing the need for lengthy training
- **Productivity Increase.** Powerful context-specific search functionality improves self-service lowering supervisor to staff ratios
- **Cost Reduction.** Errors and rework is eliminated as employees are prompted to follow the right process and use the right information for every step of a task – enabling an easily multi-skilled workforce and greater talent utilisation, reducing staffing needs without affecting service levels
- **CX Advantage.** Employees work confidently even across multiple, complex systems and processes to accurately resolve customer enquiries, improving customer satisfaction and creating more loyal customers
- **Knowledge from everyone, for anyone.** Content producers and authors do not need to be specialists; anyone can easily create, maintain and update process documentation without lengthy training – and the built-in review and approval mechanism ensures stringent control and auditing
- **Higher employee engagement and satisfaction.** Employees can provide instant feedback to streamline steps or highlight missing information directly to content owners, significantly speeding up the refinement of processes, reducing employee frustration and increasing staff retention

And best of all, SupportPoint doesn’t require you to replace the systems you have; it works seamlessly within your existing environment, enabling you to get up and running quickly in days, vs. months or years.

SupportPoint:
- Is used by over one hundred thousand people across the world
- Sites include leading banks, financial services organizations, insurance companies, utility companies and government agencies
- Customers typically report savings and performance benefits within weeks and Return On Investment (ROI) is achieved in months
Why do more businesses choose SupportPoint?

- Non-obtrusive screen display optimized for performance support, delivers complete business process guidance – not just the occasional screen pop-up
- Context sensitive search provides users with relevant results and information
- Intuitive design and familiar interface enables new users to be competent within hours, with minimal training
- Quick, easy, economical implementation
- Powerful out-of-the-box functionality means no additional customization fees and significantly reduced on-going maintenance costs
- Built-in, non-technical content authoring interface with governance framework
- Round-the-clock access to experts and support via the Panviva Service Center

Technical Specifications

- Complete, turnkey, cloud-based solution
- Online administration makes adding user seats a breeze, with no IT involvement required
- Content is mobile ready and can be displayed on any HTML5 browser enabled device
- The platform’s pre-built connectors make it easy to integrate SupportPoint with other products, such as SharePoint, Documentum, HL7, CMIS, MS Dynamics CRM, Salesforce and Zendesk
- Key information from other applications can be used to augment SupportPoint’s Context Aware capabilities to streamline workflows

Choose a standard SupportPoint deployment or add-on options you may need to meet your organization’s specific needs.

Standard features, designed to meet the most exacting requirements:

<table>
<thead>
<tr>
<th>Deployment</th>
<th>Multi-tenant cloud with discrete customer data storage</th>
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</thead>
<tbody>
<tr>
<td>Availability</td>
<td>99.5% uptime</td>
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Optional services, to meet additional requirements:

<table>
<thead>
<tr>
<th>Deployment</th>
<th>Private cloud with completely segregated data and cloud infrastructure</th>
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<tbody>
<tr>
<td>Advanced Security</td>
<td>Managed 24X7 across global Security Operations Centers</td>
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| Authentication | SAML 2.0 Single Sign-On via 3rd party identity provider |