

1 Overview

numero's Self-Service Portal provides an Out of the Box web portal that adds a rich set of customer self-service and support capabilities to your **existing** web site - quickly and easily delivering excellence in customer service while dramatically reducing contact centre costs.

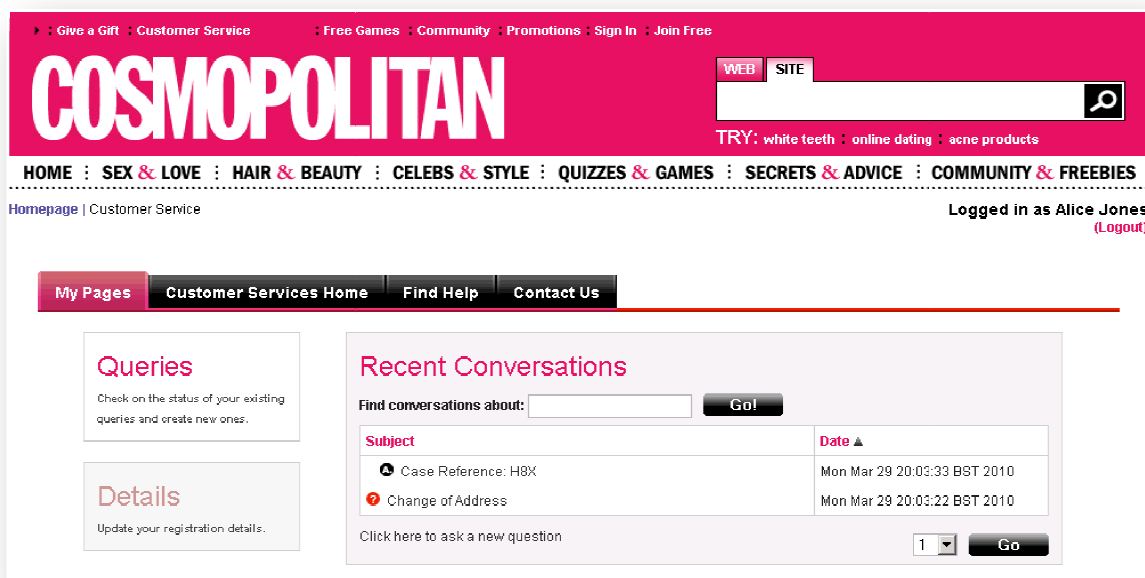
The Self Service Portal allows rapid delivery (measured in days) and simple management by **non technical staff** of 24x7 multi-language self-service, support and CRM (single customer view) capabilities to your valued audience and customer base. The solution improves conversion, up-sell and retention of your customer contacts with support of true integrated multi-channel communications.

Available in both Hosted (Software as a Service) and On-Premise models, the Self-Service Portal provides an integrated collection of self-service capabilities such as FAQ, Secure Messaging, Case Management, Contact Us, Web Chat, Click-to-call, Deflection (recommended responses), Knowledgebase, Dynamic Marketing, Surveys and Self-Service Wizards.

Backed by the **numero interactive** advanced Contact Centre Automation / CRM technologies, the Self-Service Portal is available as an option to existing **numero interactive** users or as a package that incorporates everything needed to fully support the Web as a channel for customer self-service or customer communications.

Key features at a glance:

- ✓ Delivers an Out of the Box self-service portal for rapid install and guaranteed results.
- ✓ Includes a secure area through a Personal or My Pages capability.
- ✓ Delivers dynamic content automatically to drive customer actions.
- ✓ Configured through simple web-based 'Software as a Service'.
- ✓ Managed by non-technical staff.
- ✓ Secure to exacting government standards.
- ✓ Features a full-featured, powerful, flexible and customisable self-service portal able to deliver true self-service (as opposed to simple FAQ)



2 Standard Features - Self-Service Portal

Features	Benefits
Out of the box self-service portal.	Rapid deployment (days or weeks, not months), with guaranteed results and minimal costs.
Simple web-based 'Software as a Service' configuration and management by non-technical staff.	Maximum business agility with minimal management costs. No software installation required.
A full-featured, powerful, flexible and customisable self-service portal able to deliver true self-service (as opposed to just simple FAQ deflection).	For the customer, improved customer service and improved customer satisfaction. In the contact centre, increased levels of self-service improved service levels, quality combined with improved efficiencies and reduced load.
Standard features include: FAQ, Secure Messaging, Contact Us, Click to Call, Deflection (recommended responses) and Case Management. Optional features include: Web Chat, Knowledgebase, Dynamic Marketing, Surveys and Self-Service Wizards.	Support for all manner of customer self-service requirements, from simple FAQ enquiries to complex self-service wizards (such as a loan application). A wide range of 'value-add' capabilities to optimise the customer experience and maximise customer value and loyalty.
Available as Hosted (Software as a Service) or On-Premise solutions.	Flexibility to choose the right deployment model and cost structure for your preferred business model.
Available as both Business to Consumer and Business to Business solutions.	Simplify business processes and improve service levels by seamlessly integrating business partners into business process workflows.
Multiple authentication (user login / registration) options, including both stand-alone (numero) authentication and OAUTH based delegated authentication.	A choice of secure stand-alone operation or integrated secure single sign-on (for web sites which already feature personal pages via user logon / registration).
Based on the numero Web Suite platform for simple personalisation and configuration.	Customisation and extension to meet specific requirements can easily and rapidly be achieved only basic Web design skills (e.g. styles).
Seamless integration with numero interactive contact centre automation.	Drive through cost reductions and quality improvements through out of the box integration with one of the most complete integrated customer service solutions on the market.

3 Standard Features & Options – *numero interactive*

Standard features	Options
<ul style="list-style-type: none"> • Secure web enquiry and response • Email enquiry and response • FAQ and Knowledge management • CRM / Case management • Team and Work Queue (SLA) management • Business intelligence reports • Language based routing • Single agent desktop with integrated knowledgebase 	<ul style="list-style-type: none"> • Telephone, White-mail, SMS, Web Chat, Back-office and B2B channels • Business process automation with skills-based routing and back-office integration • Language detection, natural language processing, data extraction services • Single agent desktop with agent scripting, integrated knowledgebase, application aggregation and back-office integration