





Self-Service is a fully integrated add-on to our platform which is designed to make customer assistance as convenient and efficient as possible by deploying a multi-purpose widget to your website.

Self-Service makes multiple customer support features available in one space. It also helps customers resolve their own issues if possible, without them ever leaving the webpage. In turn, this saves your agents time, allowing them to focus on the people who really need their help.

Applications

There are 4 tabs available on the widget:

-  Frequently Asked Questions (FAQ)
-  Chat
-  Contact Us
-  Help Centre

Applications can be toggled on or off to suit your business and customers' needs. If enabled, the widget opens at the FAQ tab by default to put simple resolutions into your customers' hands and deflect pressure from agents by showing customers how they can find answers for themselves.

FAQ

Leave endless scrolling in the past, and give customers the ability to search for answers to their own questions. Information is shown in an expanding list for easy skimming.

FAQs are drawn from the Content Management System (CMS) you already use elsewhere.

Chat

Enable customers to chat in real-time with your agents for fast, human-handled help or with a virtual agent for automated responses when appropriate.

- The pre-chat form collects information that is used to support case management.
- Queuing technology can be used to help with traffic on your website and to make customers aware if, and for how long, they'll have to wait to be put in touch with an agent.
- The chat conversation itself follows a simple, conventional messenger style.
- Customers can review their chat after it has ended, while the agent is free to move on.

Contact Us

An alternative to live chat, this web form lets customers contact you without expecting an immediate response. This is also useful if Chat is unavailable, out-of-hours or in busy periods.

The customer enters their details in a simple form, clicks send, then carries on with their day. Meanwhile, we smartly extract their information, route the query to an agent, and make contact with the customer accordingly.

Help Centre

Seamlessly integrate pre-existing help facilities by linking to another help site or external URL. The link will open in a new tab, while the widget remains open in its previous state on the original tab, for least disruption.

Multi-Tenanted

Multiple instances of Self-Service can be set up for different brands and companies.

SaaS

Self-Service is delivered over the internet as Software-as-a-Service. This means:

- Rolling updates, new features, and bug fixes.
- Minimal configuration is required to install.
- One system to maintain, meaning improved security and reduced cost to run.

Accessible

Self-Service is WCAG 2.1 Level AA compliant. This is designed to make the widget usable by as many people as possible.



Contextualisation

Gather contextual information, such as what part of your website a customer is using or the product they are looking at. This is used to help structure responses within the widget, personalise their experience and give agents more to work with.