

# KIQ Cloud For Customer Service and Call Centres

**KIQ**  
CLOUD

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to Request Your Free Demo.



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# KIQ Cloud – Frontline Benefits

## 01

### Enhance Customer Experience

When staff are confident, customers are at ease knowing they're receiving the best service.

- Reach a resolution for your customers quickly.
- Increase the confidence of your staff and the satisfaction of your customers.

#### How do we do it?

- KIQ Cloud centralises all information sources on a given topic, presenting it in an easy to understand, consistent format that's a breeze to locate.
- Ensure new and promoted staff are competent in their roles by providing access to accurate, consistent, complete and up-to-date reference material – available during customer interactions.
- Accurate digital references are utilised across training, coaching and QA activities.

## 02

### Improve Staff Engagement & Retention

Improve overall job satisfaction and morale for your employees.

Enabling your staff to find the information they need to perform their roles without relying on other people, gives them more ownership, autonomy and confidence in their abilities.

#### How do we do it?

- Place less pressure on your people by arming them with the knowledge they need to complete queries quickly and efficiently.
- Streamline the on-boarding of staff and set them on a speedy path to competency. Give them the encouragement they need to complete probation periods and develop a desire to grow within the company.
- Showcase the knowledge and tools you have in a branded environment that gives your staff full confidence in the range and quality of resources at their disposal.
- Give your employees the opportunity to give feedback on content and procedures impacting their jobs. Allow them to make recommendations and be part of conversations.



## 03

### Improved Productivity

Improve productivity by streamlining processes, training and development and centralising information for easy access and instant answers.

- Reduce average hold time and after call work.
- Reduce duplication and repeat calls.
- Create efficient training protocols reducing strain on leaders to brief and coach.
- Enable team leaders and support staff to spend their time where it's most valuable.

#### How do we do it?

- KIQ Cloud provides super-fast access to knowledge, allowing customers to be informed by one point of contact, quickly, efficiently and accurately.
- Complete repository of reference information.
- Provides effective and moderated staff feedback that improves communication and identifies and fills content gaps.
- Use KIQ Cloud on-line forms and templates to complete and forward to customers.
- Increase first-time resolutions diminishing the number of support cases.
- More flexible training facilitated through the platform for autonomous and team learning opportunities.
- Provide individual feedback on tasks, content changes and procedures.
- Unique Process Wizard technology simplifies queries and enables more succinct and complete answers.
- Reduced need for escalations and other problem solving from team leaders and support staff.
- Increase the sense of job satisfaction and task ownership by giving employees the tools to complete queries and processes autonomously and efficiently with the aid of machine learning.



**Contact Us Today to Request Your Free Demo  
and Discover How KIQ Cloud Can Transform Your  
Digital Workplace and Delight Your Customers.**

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