

CRE & CSQS 2012 Asia Pacific Leadership Summit & Hong Kong International CRE Innovation Expo



The leading solution for multichannel customer interaction management

Enabling you to deliver great service whichever channel your customers use

Transform your customer service

“Eptica enables Ageas to operate the highest quality service model at the lowest operating cost”

Ray Westwick, Head of Call Centre, Ageas Insurance



Results:

Customer service costs reduced by 40%, **AirAsia**

Calls to contact centre reduced by 23%, **Ageas Insurance Solutions**

Customer enquiry handling time reduced by 50%, **Republic**

Eptica's multi channel customer interaction suite increases revenues, reduces costs and improves quality of service by making customer service more efficient and joined-up across a company's many customer channels, including the Internet, social media and mobile devices.

Talk to us about:

- Web Self-service
- Social Customer Service
- Email Management
- Mobile Customer Service
- Chat
- Fax-Letter-SMS
- Knowledge Management



Eptica wins the Hong Kong (CRE) Innovation Award for Social Customer Service

Multichannel Self-service is perfect for controlling and defusing customer service issues as it enables an organisation to provide fast, consistent answers that can be easily accessed again and again, 24/7.

Fast-growing low cost airline AirAsia has fully embraced social media to communicate with its customers around the world. To improve customer experience and reduce service costs, AirAsia introduced Eptica Self-service as a centralised, self-service system to answer customers' questions on its website, Facebook and via mobile. Making Eptica's self-learning knowledgebase available across these channels ensures that AirAsia can provide customers with immediate and consistent answers to their questions without them having to switch channels.



Customer Enquiries from Web, Facebook & Mobile answered through a single Eptica multichannel Self-service knowledgebase

Eptica future proofs your customer service by managing all customer interactions through a common platform and workflow, organised around a centralised self-learning, multi-channel knowledgebase to power the answers to your customers' questions.

For a demo or more information about how we can help you, please contact us on: **+65 6832 5134** or visit **www.eptica.com**

Eptica Multi-channel Customer Interaction Management Suite



Contact us for a product demo via www.eptica.com
Eptica Asia Pty, Singapore, tel: +65 6832 5134 or
Eptica's partners in Hong Kong: Albert Tsang. CTIL. www.ctint.com

