

# Akio Web SelfService

An Akio™ Interaction Center Module



FAQ

## Keep your customer service department open 24/7



In today's world, your website is an essential communications channel to attract new customers and earn customers' loyalty. To meet this requirement, Akio offers Akio Web SelfService, the tool that provides your customers with immediate access to information, regardless of the day or time.

Make your most frequently asked questions and answers available online and decrease the number of inbound communications.

Accessible online by anyone, Akio Web SelfService is integrated into your website and provides answers to customers' most frequently asked questions 24/7.

Akio™ Interaction Center

Web SelfService • Mail Center • Chat Center • Web CallBack • Web Phone  
Fax Center • Doc Center • SMS Center • Online Survey • Direct Email

GLOBAL INTERACTION  
MANAGEMENT SOFTWARE

### Find an answer •

**Favorites** • Display directly on your website a list of frequently asked questions. Using dynamic feedback, the list will automatically update.

**Search by topic** • Search by topic uses the multichannel knowledge base, which is made public. Using the topic-based tree structure, the visitor can clarify his question by browsing the database to find the answer.

**Natural language search** • With this feature, visitors can ask a question directly on your website just as if they were sending an email to the contact center. Akio's powerful Artificial Intelligence engine will recognize the question, regardless of the language, and give the visitor the 5 best replies.

**Virtual agent** • To support natural language search, you can provide a virtual agent who resembles agents in your customer service department.

**Escalation to another channel** • If you only made public a given number of answers and the visitor wants information with more added value, Akio's Web SelfService module can save the visitor's question and offer to contact him via email or chat or to schedule a Web CallBack.

**Determine customer satisfaction** • Each answer provided to the visitor can be accompanied by a survey to determine the customer's satisfaction rate. Survey results can be displayed directly next to each answer file.

**Management and reporting** • Akio provides a given number of standard statistics to know the popularity of viewed answers, the number of visits, etc.

**Extremely scalable, Akio's Web SelfService module can be customized in your graphic standard.**



Reduce inbound communication flows (email, phone and chat) by giving customers answers to frequently asked questions.

## Make your response templates

Reduce your contact center's operating costs.

Increase customer satisfaction by offering great quality of service that matches the service given via email.

available online

Simplify and accelerate access to information. The visitor does not need to change channels and call the contact center, which may be backed up.

and immediately reap the rewards!

Increase time spent viewing pages on your website.

Have a multichannel business! Integrate all of the modules available for our Akio™ Interaction Center platform and easily transfer the visitor's question to another contact channel.

Many companies use Akio Web SelfService, including La Documentation française, Kiabi, Promod, Fortuneo...

### Your choice

A dynamic and standalone knowledge base

A simple, scalable solution

Rapid implementation

A gateway between your website and your multichannel customer service department



*"Documentation française's use of Akio is a great example of pooling knowledge, working on a network and efforts focused on increasing the quality of service provided to public service users"*

Sandrine Rousseau,  
Project Manager, Service-public.fr



Akio, 43 rue de Dunkerque, 75010 Paris, France - Tel. +33 (0)1 53 20 63 80 - Fax +33 (0)1 53 20 63 81

[www.akio.com](http://www.akio.com)