

DECIDE. RIGHT. NOW.

Empolis provides solutions that enable companies and organizations to analyze, interpret and automatically process the rapidly growing amount of structured and unstructured data. They utilize their knowledge capital to improve enterprise-critical business processes enabling decision-makers, employees and customers to reliably receive precise and relevant information, situation-appropriate and task-relevant, for faster and better decisions: DECIDE. RIGHT. NOW.



EMPOLIS
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EMPOLIS **SERVICE EXPRESS**
for Salesforce

Leverage your company's experience and knowledge in Salesforce.

EMPOLIS
INFORMATION MANAGEMENT

Service Challenges



- Lower 1st call fix rates
- Higher product complexity
- Constant cost pressure
- Increased customer expectations

- Painsaking efforts required to ensure for consistent service quality
- Lack of knowledge sharing in the company
- Limited time for employee training
- Short product lifecycles



- Time-consuming information search
- Incomplete service documentation
- Distributed information sources with unstructured data
- Lack of interaction during diagnosis

- Long response times
- Costly troubleshooting
- Lengthy downtimes
- Declining availability

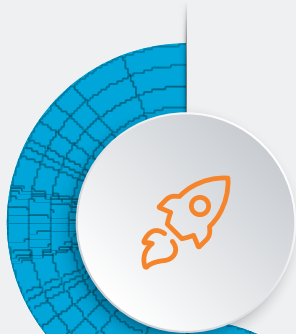


Our solution: Empolis Service Express for Salesforce

Empolis Service Express for Salesforce is an intelligent integrated platform for the Salesforce Service Cloud. All service-related information distributed throughout the company is analyzed and subsequently provided in a situation-appropriate manner. In addition, assisted troubleshooting provides instructions and guidance to service staff, enabling them to carry out the right measures.

Five Steps to Success

1. DOWNLOAD
Activation via
Salesforce AppExchange



2. SETUP
Linking Salesforce
objects to Empolis
knowledge model

3. ENHANCE
Establishing connections
to all internal and external
data sources



4. DOCUMENT
Documenting interactive
process flows

5. LEARN
Utilization of feedback
to improve service quality



31 %

shorter processing
times for customer
queries

30 %

lower costs
and a ROI
within a year

43 %

fewer escalations
to 2nd level
support

1 Data Entry

Customer



Describe symptoms



Service Center



Enter customer data

2 Diagnosis



EMPOLIS **SERVICE EXPRESS**
Fast and direct access to all service information

CMS

DITA

...

IIRDS

PDF

HTML

DOC

AVI

XLS

PNG

4 Learning



3 Resolution



Product Highlights



100% Lightning

Seamless integration with the Salesforce Service Cloud.



Fast Setup

Salesforce objects are linked to the Empolis knowledge model in a simple process.



Interactive Diagnostic System

Effective and fast problem solving with guided troubleshooting.



Integrated Feedback

Regular feedback continually improves the knowledge database.



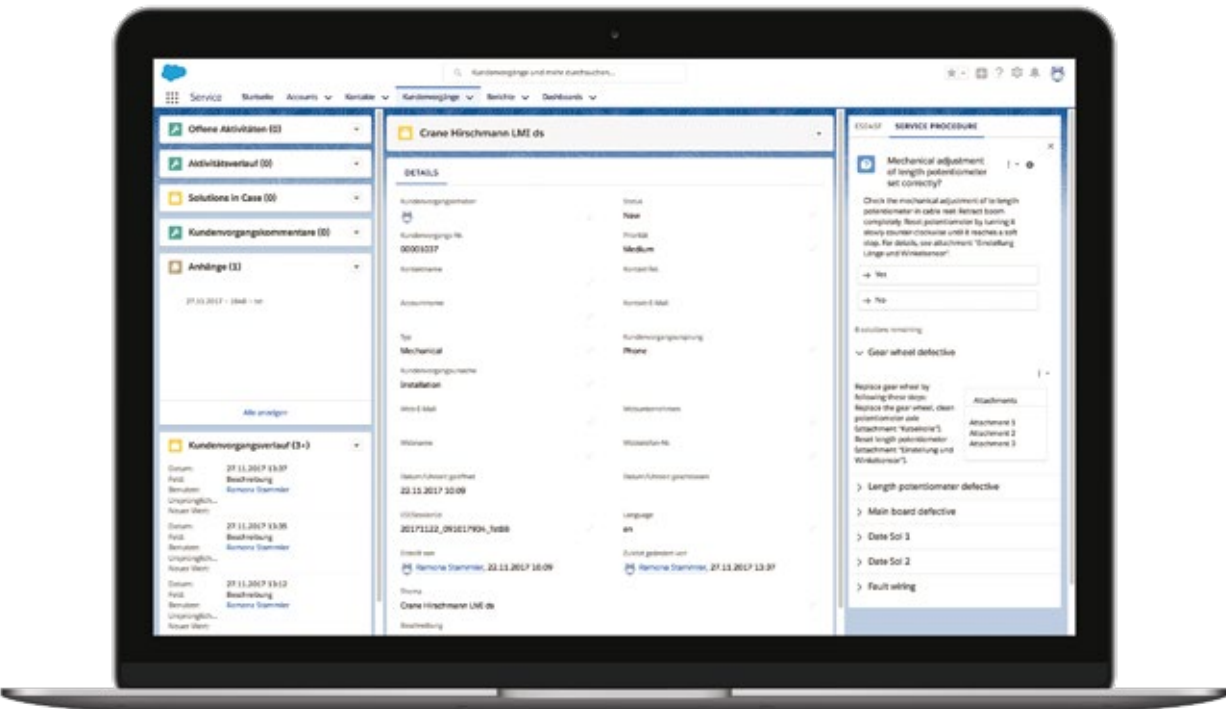
Individual Knowledge Model

Internal and external systems and processes are connected via a central knowledge model.



Intelligent Search

All context-relevant contents are made available.



Benefits

INCREASED EFFICIENCY:

- Get started in the cloud quickly and easily
- Minimal training required for service staff
- Situation-appropriate search results – regardless of wording in the query
- Information provided to match the level of staff expertise

INCREASED SERVICE QUALITY:

- Utilization of all relevant information
- Interactively guided diagnosis and troubleshooting
- Simple creation of step-by-step instructions
- Shorter response times

ENHANCED SERVICE KNOWLEDGE:

- Continuous learning
- Increased 1st call fix rate
- Utilization of employee experience
- Unlock previously unutilized data

Partnership

MUTUALLY SUCCESSFUL

Empolis is a Salesforce Partner (Independent Software Vendor) and develops apps for direct integration into the Salesforce environment. These are made available via the Salesforce AppExchange.

