

Blending Knowledge, Expertise and Best Practices for Faster Solutions

Visualize a learning organization that effectively teams to bridge knowledge gaps and resolve issues faster than you could ever imagine. And, as the collective skills and experience of the teams converge the knowledge and diagnostic process were automatically captured for immediate reuse on the next issue.

Unfortunately most of today's knowledge management systems claim to support the problem resolution process, but are severely limited to only the content that has already been processed and documented. When a customer issue arises that does not have a known solution in the knowledge base, support employees look outside the system for resolution. Many organizations hope that their employees solve the customer problem quickly, but without a managed resolution process and the right access to the hidden knowledge and best practices, time to resolution suffers. Then analyst productivity is hit once again with extensive documentation and classification of the solution. The result is customer service metrics that don't seem to improve with knowledge base content that must be better managed.

ePeople turns your vision of a learning organization into a reality. ePeople Teamwork is an innovative knowledge creation and team resolution tool that bridges the gaps of your current knowledge management system.

Your support analysts use ePeople Teamwork to build new knowledge and shorten the resolution time of important customer problems by:

Following Best Practices

When your knowledge base fails to address a customer issue, support analysts typically look outside of the standard support applications. Email blasts, instant message interruptions and ignored voice mails become the defacto process for handling these critical customer issues. The result is chaos and unfulfilled customer expectations.

ePeople Teamwork eliminates the chaos by facilitating the resolution process and delivering the best practice for resolving each particular type of support problem. In ePeople Teamwork, best practices extend beyond diagnostic process to include key domain experts and relevant knowledge resources. Understanding what resources to use at which point of the resolution process is critical to quickly and accurately satisfying the customer issue.

Finding the Experts

When knowledge base search results aren't effective, many times the solution requires finding the right people and leveraging their expertise as quickly as possible. ePeople Teamwork's Expertise Manager identifies the best advisors based on dynamic information from experience in resolving problems, as well as static information, such as the person's title and known skills. The owner of the issue can find people by their relevancy to that problem or customer, the department, or even the company best suited to help with resolution, incorporating your technology or business partners when appropriate.

Automatically Capturing Knowledge

ePeople Teamwork leverages the best ideas of your people throughout the organization. By providing the forum for resolving customer problems, ePeople Teamwork automatically captures a wealth of information which can be immediately reused on the next customer issue. This knowledge includes the final solution along with the supporting details of the process, people and documents used to solve the problem. This information is used within ePeople Teamwork or automatically exported to your knowledge base.

LEVERAGE EXISTING INVESTMENTS

ePeople Teamwork complements your existing investments by solving two very specific problems:

1. What do you do when the answer is not known
2. How can you author content in real-time based on high quality expert interaction

ePeople also leverages your existing investment with proven integration adapters for the leading CRM systems, including Siebel, PeopleSoft and Clarify, as well as Knowledge Management systems like Primus. So, your staff benefits from a tool that complements and leverages your current systems.

DEPLOYED IN DAYS WITH LOW COST OF OWNERSHIP

The best part of ePeople Teamwork is that it is simple to implement and fits within today's budget constraints so you can quickly get started. A fully deployed system can be delivered in days creating value that will return your investment in a few short weeks.

TANGIBLE RESULTS

ePeople Teamwork customers benefit from:

- Lower Cost of Operations - By resolving problems faster, companies benefit from increased productivity and a decreased cost of knowledge creation
- Fast Payback - With a low cost of ownership and quick deployment, value is delivered in days
- Increased Customer Satisfaction - Customers enjoy getting their issues resolved quickly and accurately.

FAST FACTS

- Founded:** October 1997
- Locations:** ePeople, Inc is headquartered in Mountain View, CA, with offices in Boston, MA, and Houston, TX.
- Customers:** Leading Global 2000 companies use ePeople Teamwork, including Oracle, Cognos, Openwave, Adobe, Getronics, OpSource and SSPA.
- Product Highlights:**
- Expertise Manager:** Controls static and dynamic user profiles to quickly locate the best experts to resolve an issue
 - Solution Center:** Facilitates solution development with collaborative workspaces, a notification engine and ePeople Teamwork's Resolve Anywhere capabilities, which supports team resolution through all email-enabled devices.
 - Knowledge Builder:** Automatically captures, organizes and reuses knowledge during the resolution process.
 - Reports & Analytics:** Provides unique insights into your organization including the true cost of supporting customers and problem types and expert workload and capacity.

