

NEC

Orchestrating a brighter world

Powered by

live pro

NEC Knowledge Management

Provide your customers and
employees with the perfect answer

nec.com.au

NEC Knowledge Management

NEC Knowledge Management, powered by livepro, is feature-rich yet easy to use knowledge management system, delivering answers - not long complex documents to dig through. This makes customer service quicker, easier and more efficient. Employees require next to no training on complex procedures thanks to an intuitive design, which brings confidence up and training costs down. Our system can assist with policies, products, procedures and enquiries no matter how staff or customers pose the question. Thanks to its easy to use powerful search feature and its ability to deliver quick and consistent answers, it's the perfect single source of

truth. Knowledge Management can service any channel the customer seeks information, whether it's via phone, email, front counter, website, self-service, live chat or even a modern virtual assistant.

Customers are happier thanks to quick and easy answers to their questions and employees feel self-assured to handle all enquiries. Factors of compliance and risk are minimised thanks to easy-to-follow process guidance and costs are cut through reduced training time, an AHT reduction and elimination of errors. A cloud-based subscription model means you only pay for what you need and easy self-administration lessens the burden on IT.



Improve Customer Satisfaction



Improve Employee Engagement



Improve Compliance



Increase Sales Revenue



Reduce Costs



Increase Business Insights

The perfect
single source
of truth

Features



Search

Powerful navigation and search deliver the right answers at the speed of a click. Improve your First Call Resolution, Average Handling Time, decrease transfers and improve CSAT.



Guidance

Guide your team to the correct outcome every time. Simple instructions empower your team so they can deliver consistent and accurate processing as well as reduce training times.



Cloud Based

Secure, reliable and scalable AWS architecture with 24hr monitoring and back-ups. Available from any internet enabled device, assisting with Business Continuity Management.



Flexible Knowledge Taxonomy

Information is accessed only by the people who need to see it. Create and manage a single role for multiple users.



Periodic Knowledge Review

Flag your content for a regular review, making it easy to keep in control and ensure your content is always up to date.



Schedule Publication

Prepare and have knowledge approved and ready to publish in advance. You can also set it up to expire.

Features



Quiz

A great way to test, build knowledge and learn on the job. Fantastic insight for your learning and development team.



Announcements

Stay up-to-date with targeted, timely and relevant updates. Speed up communication flow and reduce clogged up inboxes.



Feedback & Rating

Everyone can contribute to the ongoing quality of knowledge. Increase employee motivation and confidence.



Authoring Workflow

Control who, what and where authors can contribute knowledge and who approves and publishes it. Reduce costly mistakes and business risk.



Reports

Understand knowledge utilisation, team and customer behaviours. Reports deliver marketing insights and help identify training gaps.



Integration

Our API's can have you serving your knowledge via your websites, chat, CRM and omni-channel solutions.

NEC Knowledge Management is designed to be accessed by self-service customers, your contact centre, and just about every department within your organisation, delivering consistent answers - every time.

Providing local support to Australian organisations for over 25 years

Why NEC?

NEC has been building, installing and managing customer experience platforms for customers in Australia for over 25 years. We've built a reputation for being a safe pair of hands. From out-of-the-box to fully customised solutions, from small contact centres to thousands of seats across many sites, NEC has delivered contact centre management solutions to more than 800 Australian businesses. We currently support more than 13,000 contact centre seats.

What sets NEC apart from our competitors is our managed service capability. Our highly skilled teams take an in-depth look at your business and match your specific requirements with the right technology to produce genuine business outcomes.

- ☑ Fully maintained and supported
- ☑ Complete management of hardware and software requirements
- ☑ New system features pushed out regularly
- ☑ Scalable system that grows with your business
- ☑ 99.99% uptime SLA
- ☑ Free hosting and unlimited storage, backed up every 24 hours
- ☑ Access to a team of dedicated Customer Experience Business Consultants



NEC



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