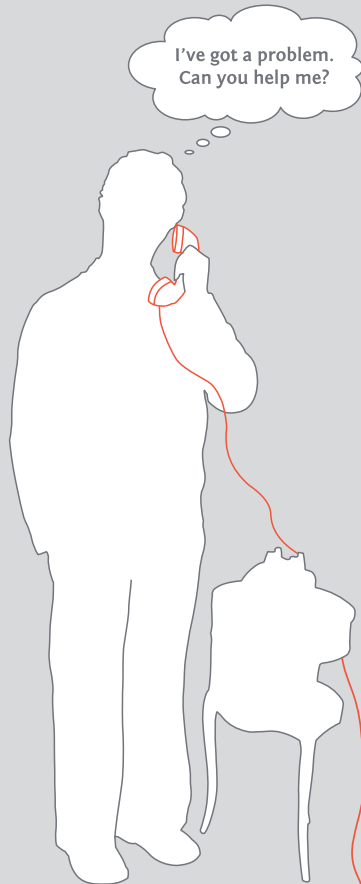


# Intelligent Decision Support for improved Service Assurance



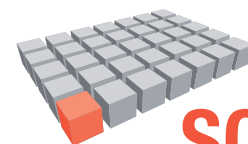
Customers expect much from your service organisation. Efficient and prompt solutions for customer problems can only be provided by proficient service agents. Increasing the problem resolution competency of your service staff in order to raise customer satisfaction should not result in higher service costs though.

**SOLVATiO®** is the intelligent solution for improved problem resolution competency in service assurance.

Even complex customer requests can be addressed and resolved promptly when using **SOLVATiO®** – not only when interacting with the customer on the help line but even in self service scenarios via the internet or IVR (Interactive Voice Response).

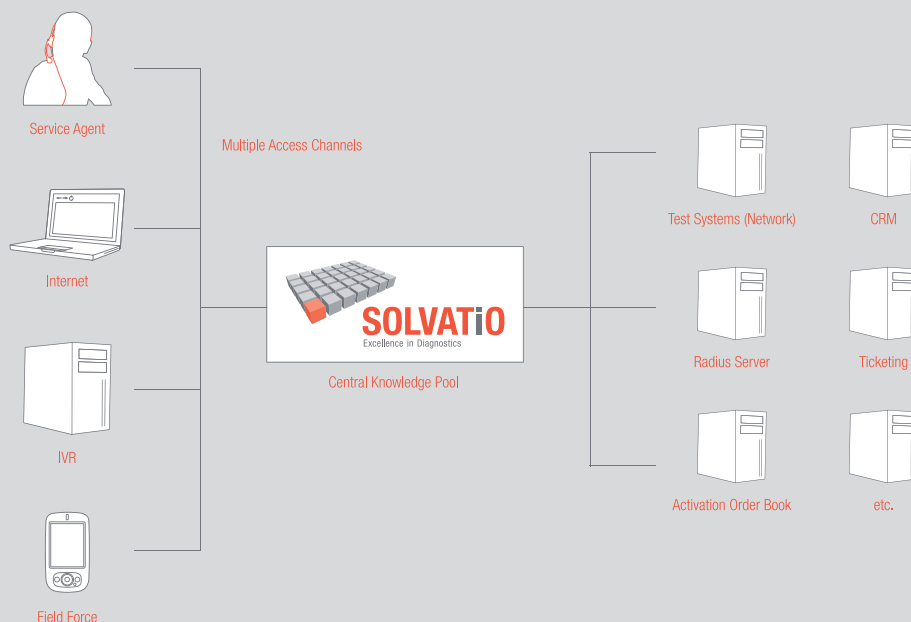
The benefit is obvious: quicker and more efficient problem resolution in your service organisation for improved customer satisfaction.

- ➔ Intelligent decision support for rapid problem resolution
- ➔ Rapid service knowledge build-up when new services or products are launched
- ➔ Standardisation of service quality through automated diagnostic process  
(Service Assurance Automation)
- ➔ Improved service staff flexibility (Multi Skill)
- ➔ Avoidance of customer calls to the help desk through powerful self service (Call Avoidance)
- ➔ Avoidance of non-necessary field service actions



# SOLVATiO® – Concept

- ➔ Complete information gathering reduces the number of required callbacks
- ➔ Short problem resolution times through automated data and symptom interpretation
- ➔ Seamless integration into service workflows
- ➔ One central tool for problem resolution, no application jumble
- ➔ Multiple access channels into one centralised knowledge pool (Single Source - Multi Channel)



Customer inquiries can only be resolved rapidly and proficiently when all relevant information can be retrieved and interpreted correctly without delay. Completeness of information and correctness of its interpretation are the two major prerequisites for efficient problem identification and resolution. Service staff competence with regard to problem analysis and resolution is the key to excellent customer satisfaction in service assurance.

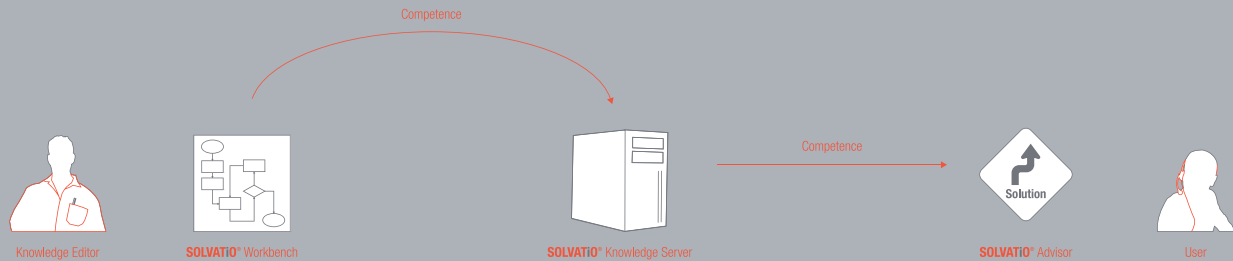
At the same time the average call time needs to be reduced to a required minimum, customers are not to be overburdened on the phone and return calls are to be avoided whenever possible. Otherwise service efficiency will not be able to keep up with customer growth.

**SOLVATiO®** is the intelligent solution for improved problem resolution in service assurance. **SOLVATiO®** provides for an optimised dialog between service agent and customer on the help line by intelligently automating the process of problem analysis and solution selection.

**SOLVATiO®** supports the user through automated retrieval of problem specific information and its proficient interpretation for best problem resolution.

**SOLVATiO®** offers a wide range of functions to ensure knowledge representation tailored to the specific needs of users (call agents of various skill levels or even end customers). Also **SOLVATiO®** provides for a state-of-the-art integration concept (service oriented architecture - SOA) as well as for flexible and efficient integration into existing service workflows (e.g. CRM integration).

- ➔ Graphical modelling of diagnostic flows in the SOLVATIO® Workbench
- ➔ Powerful functionality for maintenance and administration of extensive knowledge content
- ➔ Flexible integration of existing IT systems via SOA, web services or XML
- ➔ Easy integration and interpretation of data from external information systems
- ➔ Modern and highly scalable Java-based system architecture
- ➔ Systematic support of a continuous optimisation cycle (e.g. for weak spot analysis and knowledge improvement)



**SOLVATIO®** provides for extensive automation in diagnostic support within established service processes. The wide spectrum of problems in service assurance can be quickly pinpointed and resolved through intelligent decision making with **SOLVATIO®**.

Based on the innovative system architecture of **SOLVATIO®**, highly scalable solutions in help desk or self service can be set up in short time frame.

**SOLVATIO®** provides powerful support to establish and efficiently operate highly capable solutions for problem identification and resolution in service assurance.

### Knowledge Implementation (Design)

The **SOLVATIO®** Workbench seamlessly integrates a wide set of functionalities required to methodically generate and maintain diagnostic flows. Its graphically supported flow design GUI allows for rapid implementation and validation of diagnostic flows without programming skills being required.

**SOLVATIO®** can be easily integrated with existing IT systems and data sources in order to fully leverage the benefits of extensive automation in problem identification and resolution.

The innovative interfacing concept of **SOLVATIO®** provides for a smooth integration into existing IT infrastructures, e.g. as part of a service oriented architecture (SOA), via web services or XML.

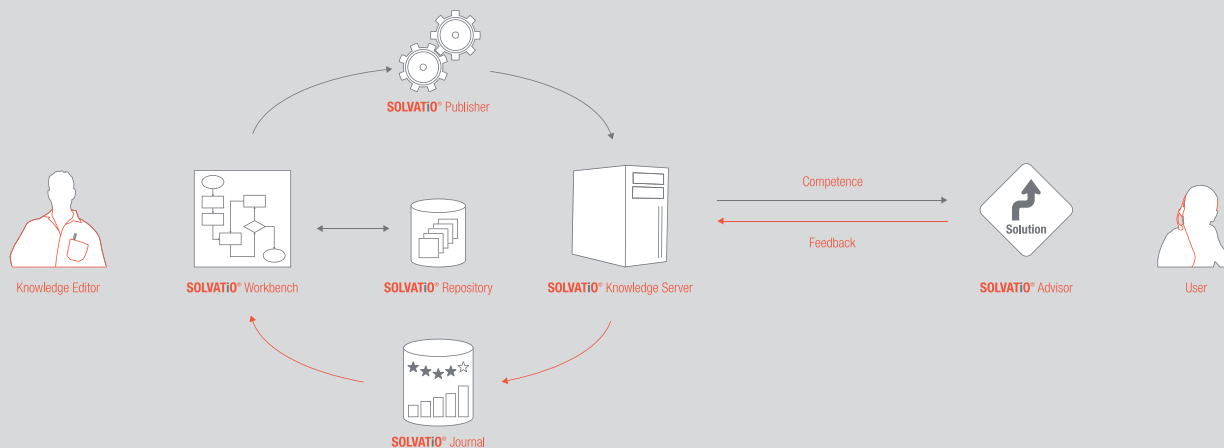
As a consequence, existing data and information sources (e.g. OSS, BSS) can be persistently used for problem identification and resolution.

When implementing diagnostic flows in the **SOLVATIO®** Workbench information from interfacing information systems can be easily integrated and interpreted during flow design.

Once the diagnostic flows got modelled in the **SOLVATIO®** Workbench, they can be provided to the end users for active use in a runtime environment, the **SOLVATIO®** Knowledge Server.

- ➔ SOLVATIO® Workbench: graphical knowledge design component for efficient implementation of diagnostic flows
- ➔ SOLVATIO® Repository: integrated version control for diagnostic flows and knowledge modules
- ➔ SOLVATIO® Publisher: easy publication of updated knowledge content to the runtime environment
- ➔ SOLVATIO® Journal: logging of all diagnostic sessions and user feedback for targeted analysis and reporting
- ➔ SOLVATIO® Advisor: web-based GUI for the end user
- ➔ SOLVATIO® Knowledge Server: Java-based application server, highly scalable

## SOLVATIO® – Solution



The generation of extensive knowledge content often requires substantial teamwork. The **SOLVATIO®** Repository therefore supports the administration of knowledge modules which can be comfortably developed and validated by different knowledge editors.

Once developed new knowledge content can be allocated (i.e. published) to the end users via the **SOLVATIO®** Publisher. As part of the publishing process a new runtime version, containing the updated knowledge, gets created and is being made available for access via an application server, the **SOLVATIO®** Knowledge Server.

### Knowledge Access (Use)

End users can access the published knowledge content via the web-based **SOLVATIO®** Advisor. In addition the knowledge content can also be made available for self service (via internet portal or IVR) or for access by field service technicians.

When accessing the knowledge for diagnostic support the end user is dynamically guided by the diagnostic flows, based on his input and additional automated background testing, in order to rapidly home in on the appropriate problem resolution. If required, the end user can also enter additional comments during the diagnostic session in order to provide valuable feedback to the knowledge editors.

### Continuous Optimisation Cycle

During a diagnostic session all interactions of the end user as well as all actions of the application (i.e. diagnostic actions, interpretations, calculations, solutions derived etc.) are being logged in the **SOLVATIO®** Journal for analysis and reporting purposes. The logged data provides valuable information for continuous quality assurance as well as for targeted expansion and optimisation of the knowledge content (i.e. continuous optimisation cycle).

## SOLVATiO® – at Work

**SOLVATiO®** is your solution for smarter Customer Care. Leading international telecommunication providers rely on **SOLVATiO®** to provide highest service quality to their customers.

### ■ Quotes from SOLVATiO® customers:

“Independent market research confirms that our customer care provides the best problem resolution competency in the market”

“**SOLVATiO®** helped us to significantly improve the first clear rate of our service help desk. We experienced a significant decline of calls transferred to subsequent support levels as well as of avoidable field calls”

“**SOLVATiO®** enables us to resolve 50.000 customer calls per day”

“After we experienced the impressive value of using **SOLVATiO®** in our help desk, we now plan to also provide it directly to our customers via a web-based self service portal”



## ■ SOLVATiO® System Requirements:

**SOLVATiO®** is a Java-based application for Windows and Unix.

**SOLVATiO®** was developed for use in web-based application environments. The following application servers are supported: Apache Tomcat, BEA WebLogic and Websphere.

**SOLVATiO®** can be operated with standard database management systems like Oracle and Microsoft SQL.

**SOLVATiO®** was designed to support technologies like SOA, web services and XML.

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