STRIKING STATISTICS:
5 INTERESTING FACTS ABOUT SELF SERVICE FROM GARTNER AND FORRESTER
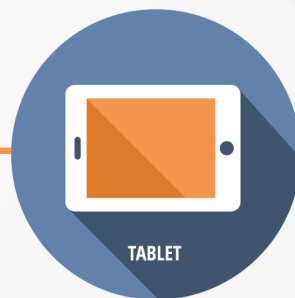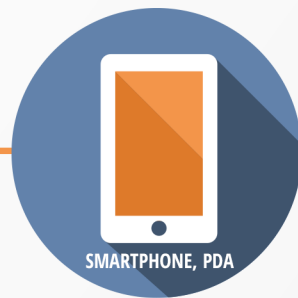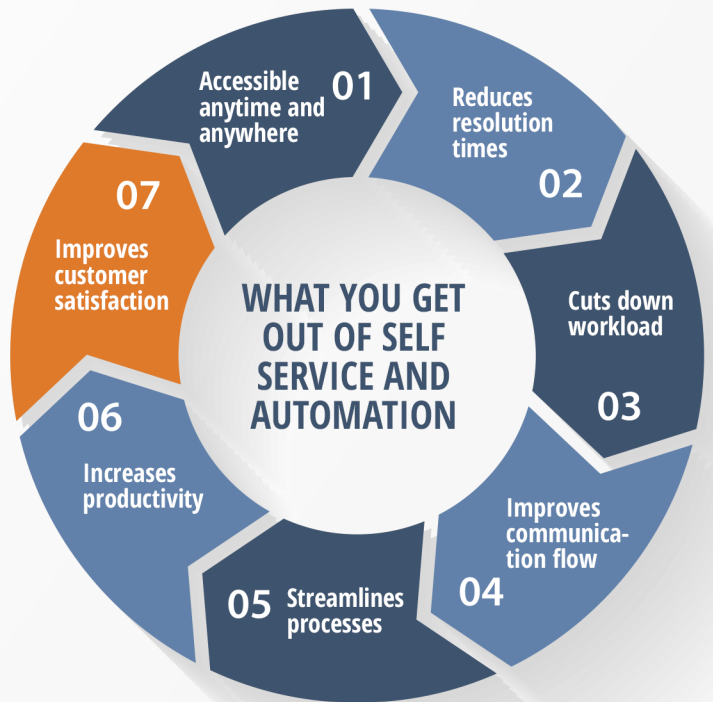
01 Self Service usage increased from 67% in 2012 to 76% in 2014.

02 A chat with a live agent can cost $6-12 per interaction, while an automated interaction on the IVR/ITR can cost as little as 25 cents.

03 70% of customers prefer to use a company's website to get answers to their questions rather than use phone or email.

04 By this year, 50% of online customer self-service tasks will be performed by virtual agents.

05 By 2020, the customer will manage 85% of the relationship with an enterprise without interacting with a human.*

WHAT YOU GET OUT OF SELF SERVICE AND AUTOMATION

- **01** Accessible anytime and anywhere
- **02** Reduces resolution times
- **03** Cuts down workload
- **04** Improves communication flow
- **05** Streamlines processes
- **06** Increases productivity
- **07** Improves customer satisfaction

WINDOWS CLIENT

SMARTPHONE, PDA

TABLET

ACCESS ANYTIME AND ANYWHERE

WENDIA SELF SERVICE SUPPORT TOOLS

End user Self Service Portal
Connect with Service Desk anytime and anywhere, log and follow up on service calls and service requests, search knowledge database and much more ...

Integrated POB Webshop
Order, authorize and purchase hardware, software or services and much more ...

Self Service for Service Agents
Follow up on incidents and problems, prioritize or close incidents, automatically assign incidents and problems, search solution documentation and much more ...

SELF SERVICE SERVES MORE THAN JUST IT!

- HUMAN RESOURCES
- FACILITY MANAGEMENT
- CUSTOMER RELATIONSHIP MANAGEMENT
- PROJECT MANAGEMENT
- IT SERVICE MANAGEMENT
- BACKOFFICE

"We can see a significant change where our customers are using the Self Service Portal, or communicating with support via e-mail rather than phone. This provides a faster means of dealing with cases, just as the chronological sequence can be controlled more fairly according to the 'first-come, first-served' principle."

Hans Elmquist - Central IT department - Region Sjælland

Wendia

*Taken from business2community.com

Learn more on **www.wendia.com**