



Eptica helps individuals have
meaningful conversations
with organizations



Multichannel and Multilingual Customer Interaction Management Solutions



Improve Customer
Experience



Increase Efficiency and
Reduce Costs



Maximize Sales
Opportunities

Eptica Customer Engagement Suite™

for effective Customer Service across all channels

How can Eptica help you interact with your customers and secure their loyalty?

Eptica is a leader in multichannel and multilingual customer interaction management software, covering email, web, social media, web chat, fax, letter, SMS and agent channels. Our solution is available on premise, as a Software as a Service (SaaS) or a hybrid deployment. The Eptica Customer Engagement Suite enables organizations to improve engagement with customers, increase efficiency and drive sales by delivering fast, consistent and personalized responses to their queries, through their channel of choice.

Multichannel Customer Queries



Looking for information...

Notification of change...

Missing delivery...

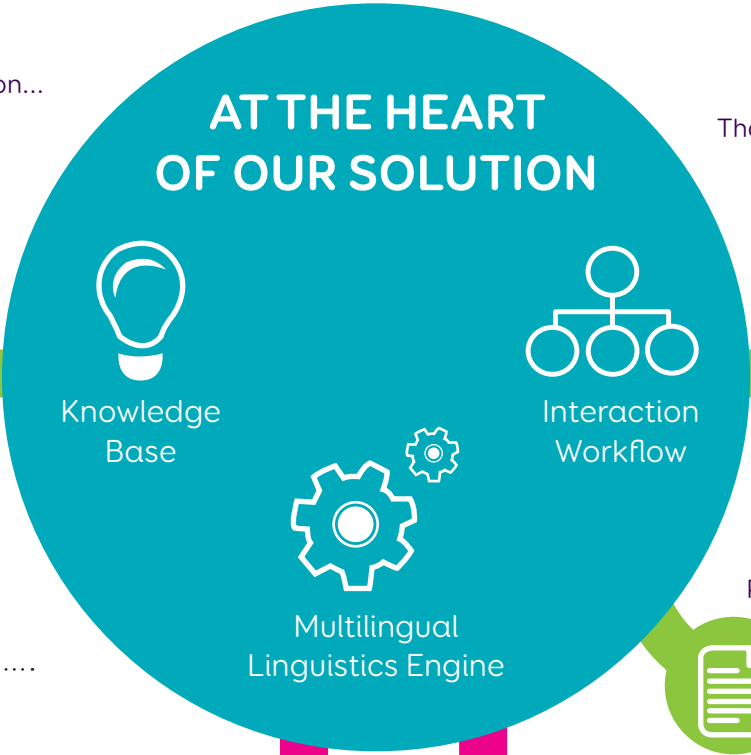
Query is handled by the Eptica platform...

I don't understand...

Problems with my contract...

How do I pay...

Engaging with customers, whatever channel they choose, is at the heart of success in today's markets. The Eptica Customer Engagement Suite platform is designed around a central knowledge base and Eptica Linguistic Services™, an advanced linguistics engine. Combined with powerful workflow, this ensures every incoming request is handled efficiently and consistently across all text based digital channels.



INTEGRATES WITH

CRM TELEPHONY IT SYSTEMS

Customer-focused: Eptica's team of experts is on hand to deliver your vision and strategy, as well ensure optimal deployment. Today over 400 customers in more than 15 countries, use Eptica's solutions to deliver excellent customer service at much lower cost.

Innovative: Eptica's advanced linguistic analysis system evaluates natural language to detect key elements of incoming messages, gathering information for individualized responses and analyzing market trends.

Flexibility - Agility: Eptica has a solution for every size of company. Yours will be aligned to meet the needs of your customers and solve your specific business challenges.

Why choose Eptica?

Reliability: Eptica offers an innovative solution based on a unique, dynamic and self-learning knowledge base with powerful workflow search technology, to handle customer interaction management in a personalized, centralized and consistent manner.

Integrated: Eptica's solution can be quickly and easily integrated with CRM and telephony solutions. Integration projects can be implemented and supported through professional services and our large network of integrators, outsourcers and partners.

International Presence: Available in over 25 languages, Eptica is truly multilingual and enables multinational companies to provide a consistent high quality customer experience worldwide.

Response Management

Thank you for your interest...

Problem solved...

Successful delivery...

Voucher offer...

...to produce the optimal response

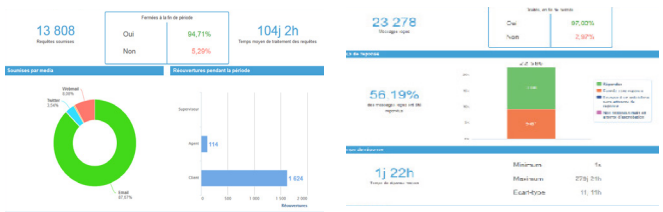
You query has been passed to an expert...

Updated your contract number...

Payment has been accepted...



Reporting and Logging of Interactions



Eptica Email Management™

Evolve the way your business deals with customer email management. Improve your first-contact productivity and resolution rate by providing relevant, rapid and high-quality responses to your clients. Eptica Linguistic Services also provides an advanced linguistic engine which automatically processes incoming interactions to detect key elements of a message, its tone, language and meaning.



Eptica Self-Service™

Improve the online experience of your customers and reduce service costs by enabling web visitors to find the right response to their queries themselves quickly and easily. Eptica Self-service automatically suggests the best response to all questions asked using natural language submitted via websites which may lead to call and email volume reductions of up to 65%.



Eptica Chat™

Create value, increase your sales and minimize the cost of query handling by providing customers with a real-time, interactive chat service. Eptica's proactive Chat service helps create instant customer satisfaction by pinpointing what help your customers need, directing them to the relevant section of the website, and increasing your sales.



Eptica Social Media™

Follow conversations from beginning to end by listening, responding and interacting effectively with existing and prospective customers via social media. Make sure that the right people are always selected to give the most appropriate response, whether they are community managers, marketing services staff, customer service staff or expert product advisors.



Eptica Fax-Letter-SMS™

Speed up the processing of incoming faxes and letters by transforming them into work items within the Eptica queue. This Eptica tool centralizes and optimizes communication management through such features as linguistic analysis processing, follow-up tools, response models, a knowledge base and reporting tools.



Eptica Agent Knowledge Base™

A dynamic, self-learning Knowledge Base facility for customer service agents handling calls in the contact center. Improve the efficiency of agents' responses and provide rapid, relevant and consistent responses for every customer query.

Eptica's continuing innovation and strong performance has resulted in the Eptica's inclusion in the 2015 Gartner Magic Quadrant for the CRM Customer Engagement Center.

The Advantages of Eptica:

- Increase online sales
- Reduce incoming Customer Service emails by 30 to 60%
- Reduce response handling times by up to 50%
- Optimize operating costs
- Increase First Contact Resolution (FCR) rates
- Maximize the quality and efficiency of Customer Service

Today, more than 400 organizations across all industries and in over 15 countries rely on the power of Eptica's platform

Customers include:



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