

IMPROVE CUSTOMER SATISFACTION:

InstantSupport empowers end-users to express themselves in the way they perceive a problem. Also, it is available 24/7 and is language independent.

REDUCE SUPPORT COSTS:

noHold's InstantSupport can be utilized as a customer facing application as well as a call center tool. In either situation, the end-user can get to the correct solution quickly.

INCREASE SALES:

Add a sales representative to your support page. Always available, InstantSupport can answer pre-sales questions. Allow your customers to inquire about upgrades and other services that your company offers.

CUSTOMER BEHAVIOR METRICS:

Get to know your audience. Metrics allow an administrator to see what questions their customers are asking, what products or services they are interested in, and how to make the overall user experience more pleasurable.

INTEGRATE WITH CRM SOLUTIONS:

InstantSupport was built to be flexible. It can integrate with the most popular CRM packages from Salesforce and Oracle, to Microsoft.

NOHOLD HOSTED:

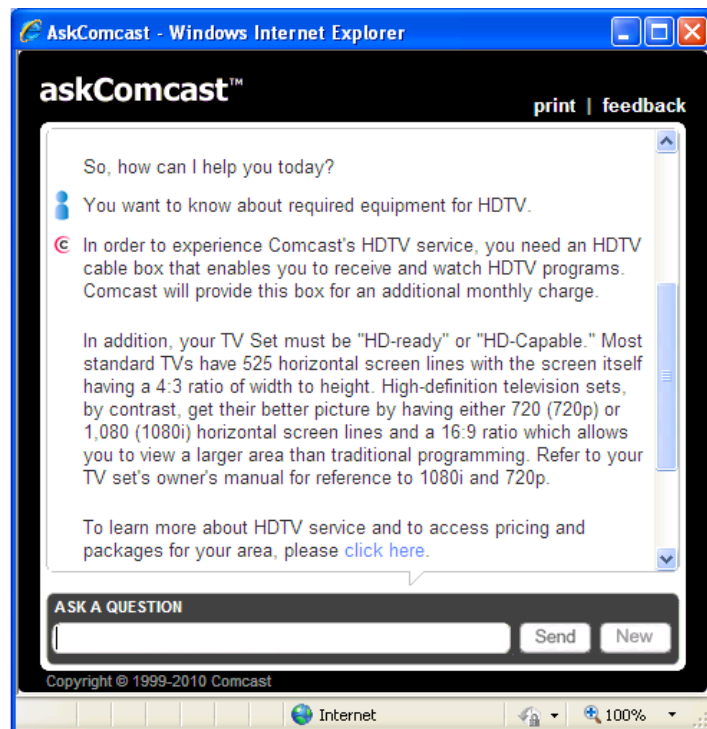
Our Cloud-based platform ensures that setup is a breeze, your IT resources are not affected so you can launch it today.

NOHOLD BUILT:

The easiest installation is the one you don't have to do. Take advantage of noHold's Professional Services to create and maintain your knowledge platform

WHAT IS IT?

Designed for enterprise businesses, noHold InstantSupport enables your customers to find answers instantly without human intervention. It improves customer satisfaction, reduces support costs and increases sales.



InstantSupport works a lot like instant messaging. However, end-users interact with a Virtual Agent rather than a real person. Customers can type a question or statement and the system provides them with the most specific answer after only a few clicks or keystrokes. The Virtual Agent's unique ability to interact in a diagnostic fashion sets it apart from search engines and chat-bots that base their response simply on keywords (U.S. Patent 6,604,141).

"InstantSupport helped us reduce Incident Rates by as much as 30% in some cases."








- Greg Shaffer

Director, National Customer Service eCare
Comcast

TECHNOLOGY:

InstantSupport includes a few key components: the Virtual Agent, which is the customer facing application; Metrics, the reporting tool; Content, the authoring tool; and Setup, the configuration module. The Virtual Agent is an expert system that integrates a Natural Language Processor (NLP) and an Inference Engine (IE). The NLP is responsible for interpreting end-user statements via pattern recognition algorithms that include morphing and spell checking. The IE is based on backward and forward chaining algorithms that mimic logical processes like induction and deduction. IE is the key component driving a diagnostic conversation with the end-user.

INSTANTSUPPORT FEATURES LIST:

- Confederated Knowledge™		Confederated Knowledge is the ability to connect multiple Virtual Agents. Leverage noHold's existing Virtual Agents to expand the scope of support for third-party products and services. Users can benefit from the additional content without your company having to incur additional cost.
- Natural Language Interface		noHold's Natural Language Processor enables customers to express themselves in plain English. A customer can ask questions in everyday language just like chatting with a live agent. Additionally, noHold has the ability to support all languages.
- Reporting		A component called Metrics enables easy access to important customer data that can be used for improving the Virtual Agent, increasing sales and actionable marketing.
- Authoring		InstantSupport includes a powerful tool that lets you author all of the solutions pertinent to your product or service. You don't have to learn a special language or be a programmer to use InstantSupport's content management component.
- Integration		InstantSupport can integrate with the most popular CRM packages from Salesforce and Oracle, to Microsoft. It can also work with web APIs.
- Installation		InstantSupport can be implemented as quickly as it takes to copy a few lines of HTML code. HTML Sample Code to launch the Virtual Agent: Click here to launch noHold's Knowledge Portal.
- Customization		InstantSupport can be easily customized to reflect you company's brand. No web designer necessary, easily embed animation, pictures, and videos. Also, the customer facing application may be formatted to host an avatar and show current hot topics. The Virtual Agent can also point your customers to existing documentation.



InstantSupport™ is part of a family of products including metrics, setup and authoring tools.

For more information visit: www.nohold.com