

Boost Productivity:

Empower Customer-Facing Employees with Artificial Intelligence

Bold360 gives every employee - regardless of how they engage with your customers - the power to make a meaningful impact on customer satisfaction. Leveraging artificial intelligence to make centralized information more accessible, Bold360 enables your contact center, in-store, and field-based teams to spend less time searching for the information they need, and more time focusing on the customer. With the power of AI, these employees become more productive and deliver a more humanized, personalized, and consistent customer experience.

Why Choose Bold360?

How Does It Help Employees?

Your customer-facing employees want to provide your customers with good service, but they don't always have the right information immediately accessible. Bold360 breaks down the barriers of siloed knowledge, outdated information, and hard-to-find answers by centralizing processes, procedures, and company information. With AI and NLU technologies, employees get instant access to the right information.

How Does It Help Customers?

Bold360's AI insights fuel faster, more personalized customer interactions by giving employees relevant and accurate information at their fingertips. And when all employees have easy access to the same knowledge, customers get consistent answers no matter the employee or channel of engagement.

Bold Results

85%

AGENT SELF-SERVICE SCORE

65%

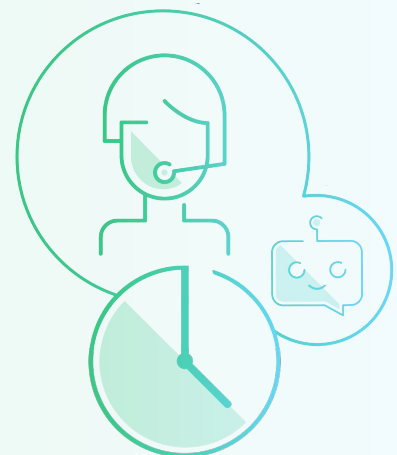
DEFLECTION OF INTERNAL ESCALATIONS

50%

REDUCTION IN INTERNAL DOCUMENTATION

20%

REDUCTION IN NEW-HIRE ONBOARDING TIME



How Does It Help Businesses?

Industries from retail to financial to hospitality are adopting Bold360 to decrease average handle times, reduce training time, bring consistency to messaging, and increase both customer and agent satisfaction. Arming front-line reps with the information they need also decreases the need for internal escalations, lessening the load on higher tier teams. Bold360 also gives knowledge managers real-time insights on common questions and knowledge gaps, so they can continuously improve their content.



How Does Bold360 Work?

Works Alongside All Front-Line Employees

Whether your customer-facing employees are on the floor or behind a desk, streamlining processes saves employees time and makes customers happier. That's why Bold360 has flexible implementations to deliver information to your teams the way it makes sense for them - from an innovative, smart support portal, to a contextual search widget, or a conversational AI bot. And with Bold360's NLU technology living across any implementation, you can have confidence employees will get the right information, quickly and easily.

Actionable Insights

No other solution makes knowledge management as quick and easy as Bold360. Our Voices Dashboard analyzes questions, displaying the trends in real-time and enabling businesses to immediately resolve gaps in content. Whenever information is changed or added inside the knowledge base, it is immediately available company-wide, so you can be confident that your employees are giving out the most current information available.

Bold Drivers

Productivity

41% Time agents are spending actually resolving customer issues¹

Agent Knowledge

62% Customers saying that an agent's knowledge and/or resourcefulness was key to their positive experience²

Streamlining Support

3 Average number of applications agents use to support a customer³

Onboarding & Retention

\$7k Average cost to train just one call center agent⁴

¹Vanson Bourne/Bold360, LogMeIn 2018 AI Customer Experience Report: Impact of Chatbots and AI in the Customer Journey

²American Express's 2017 Customer Barometer survey

³Aberdeen, The Intelligent Contact Center Survey, April 2018

⁴The Cost of Call Center Turnover, LOMA, 2018