UNFYD®
KM

Sales Automation

Marketing Automation

Digital CX Automation

Insights & Analytics

Artificial Intelligence & Robotics

UNFYD®
communicate | collaborate | automate

UNFYD®
COMPASS

Knowledge Portal
MX/SX/CX

Social Media | Messengers | Chat Apps | Website | Web App | Mobile App | IoT

Devices

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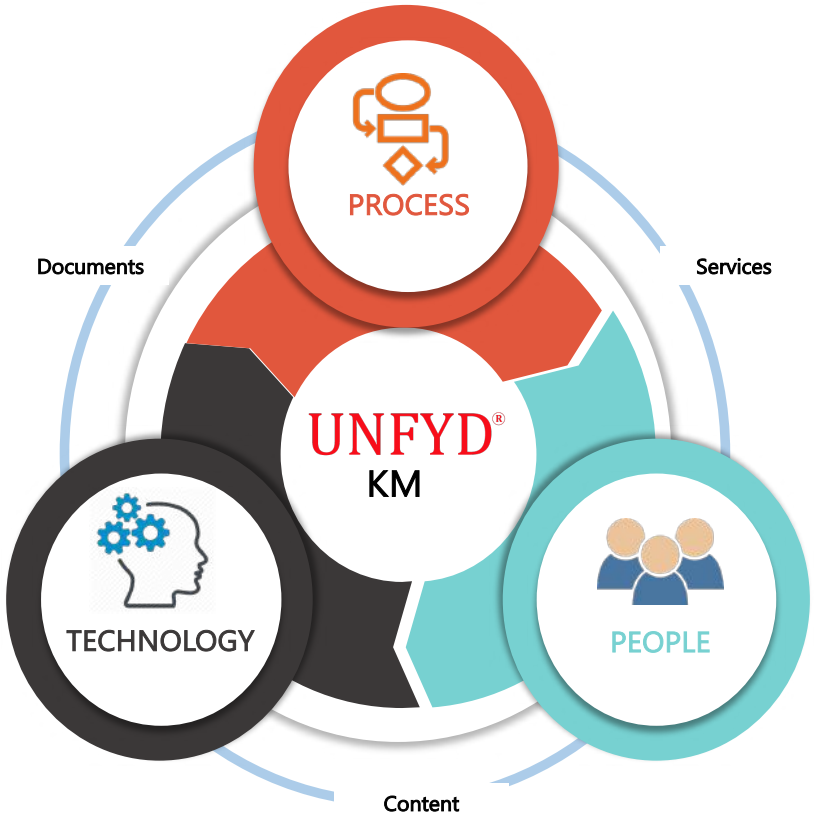
Knowledge Management



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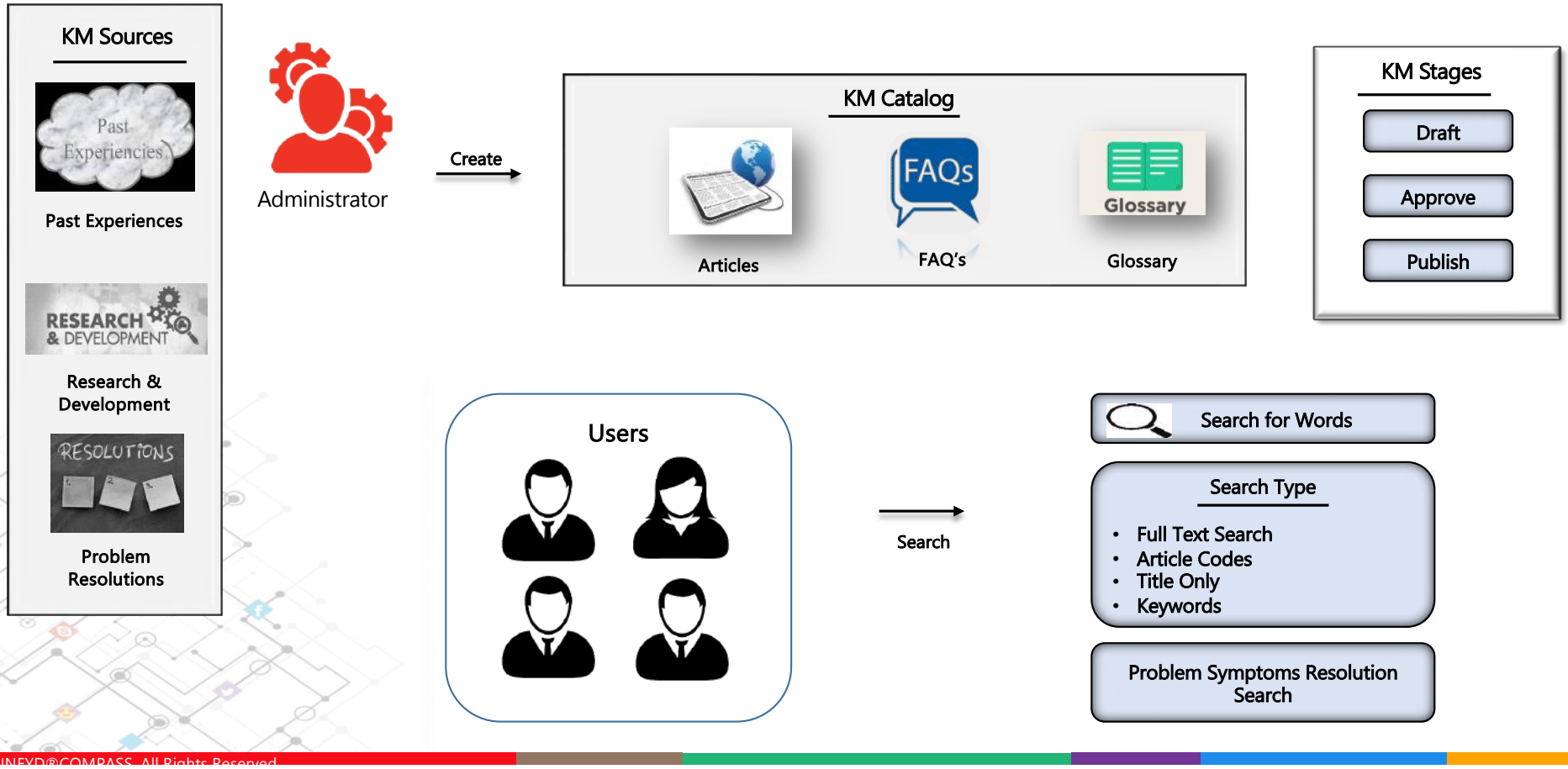
Knowledge Management Portal



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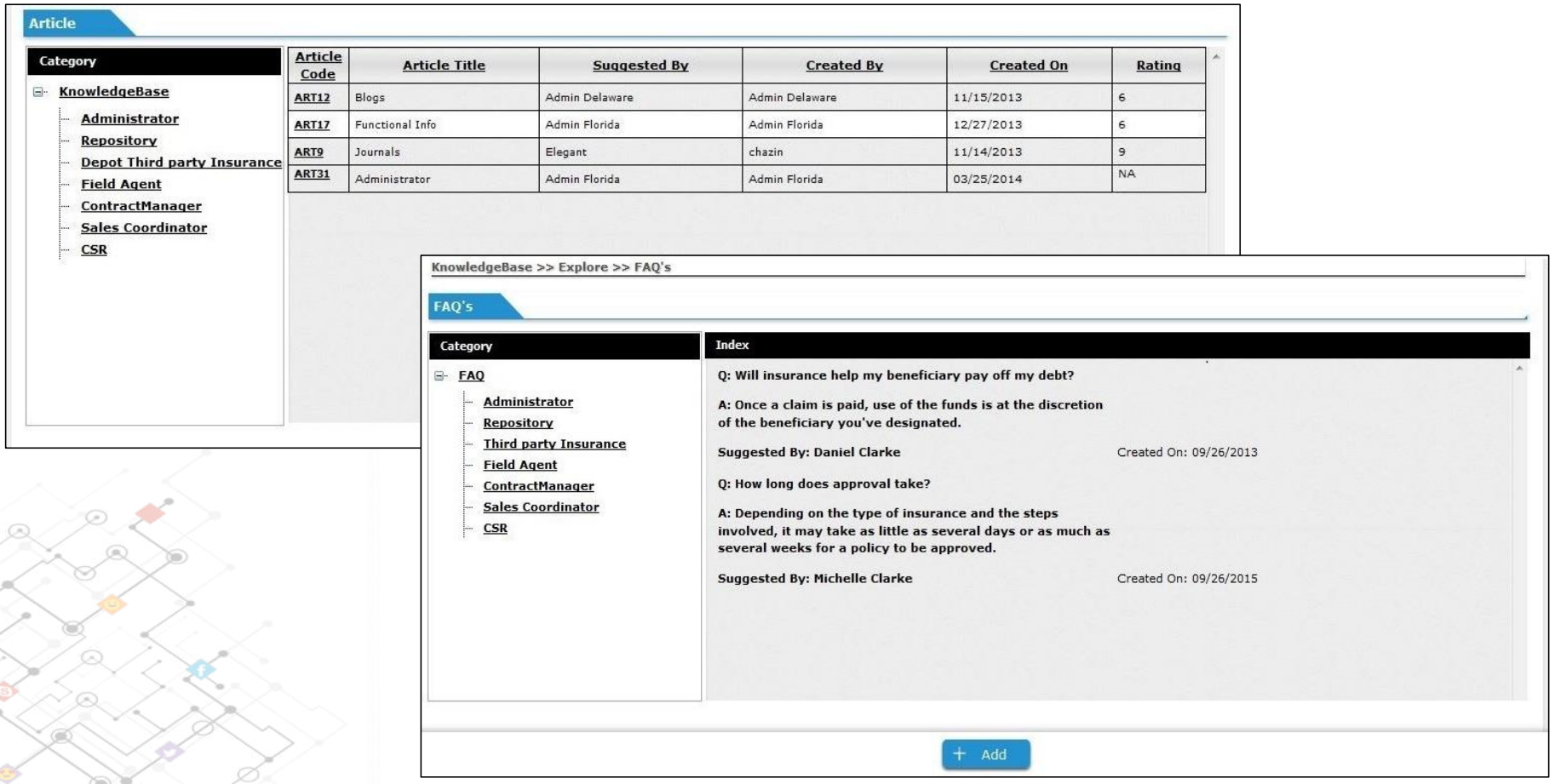
Knowledge Base – Articles & FAQ



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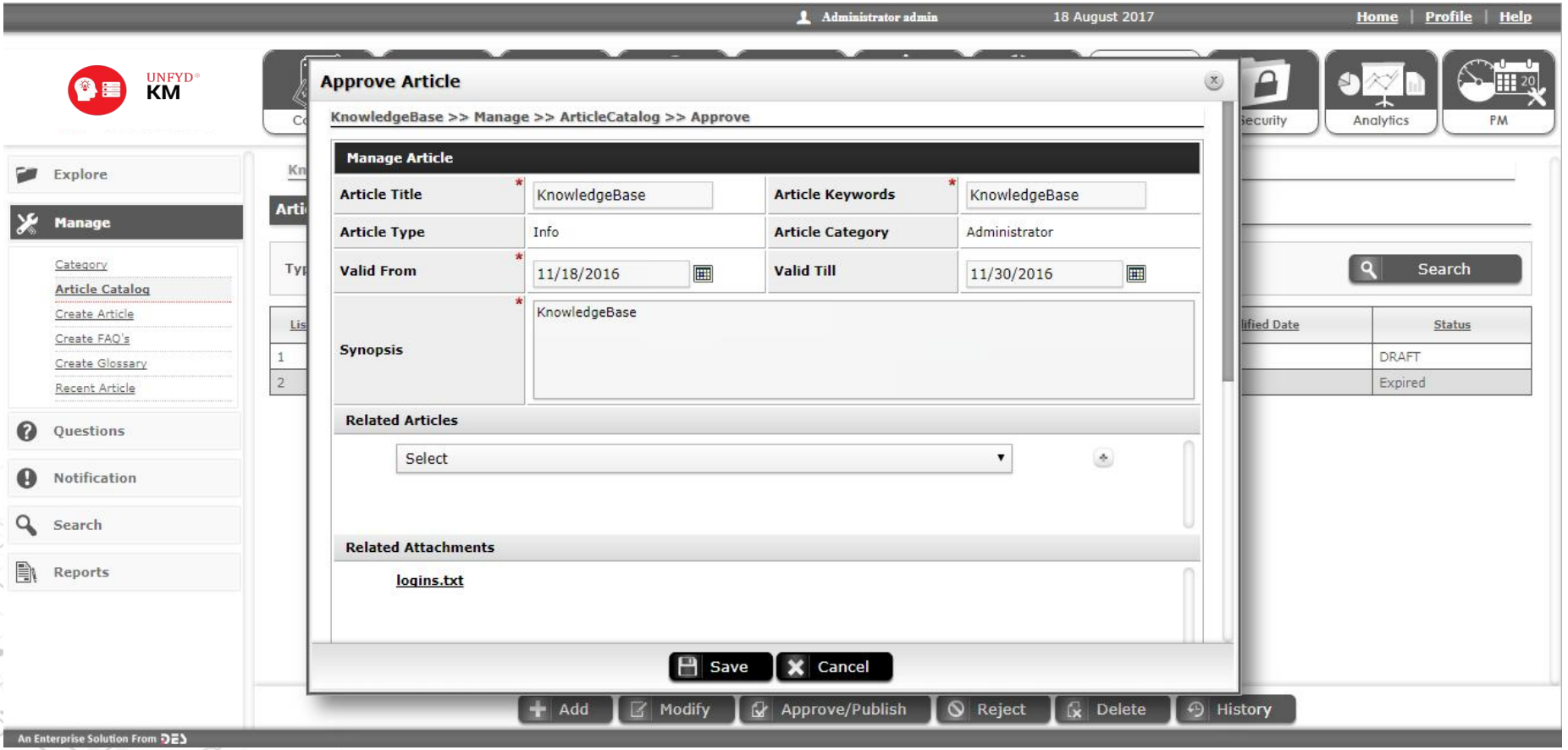
Approve & Publishing Article



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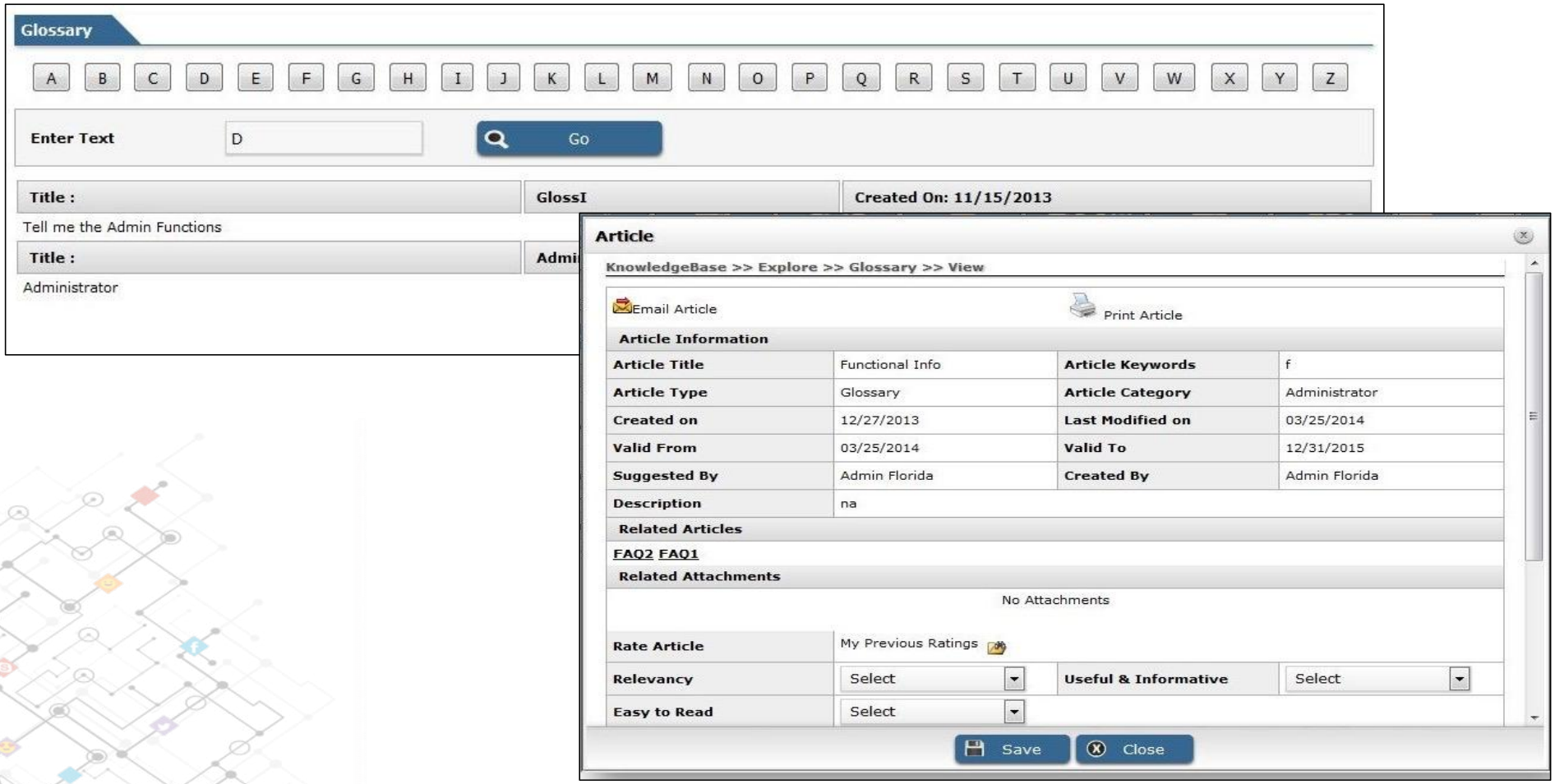
Knowledge Management – Glossary View



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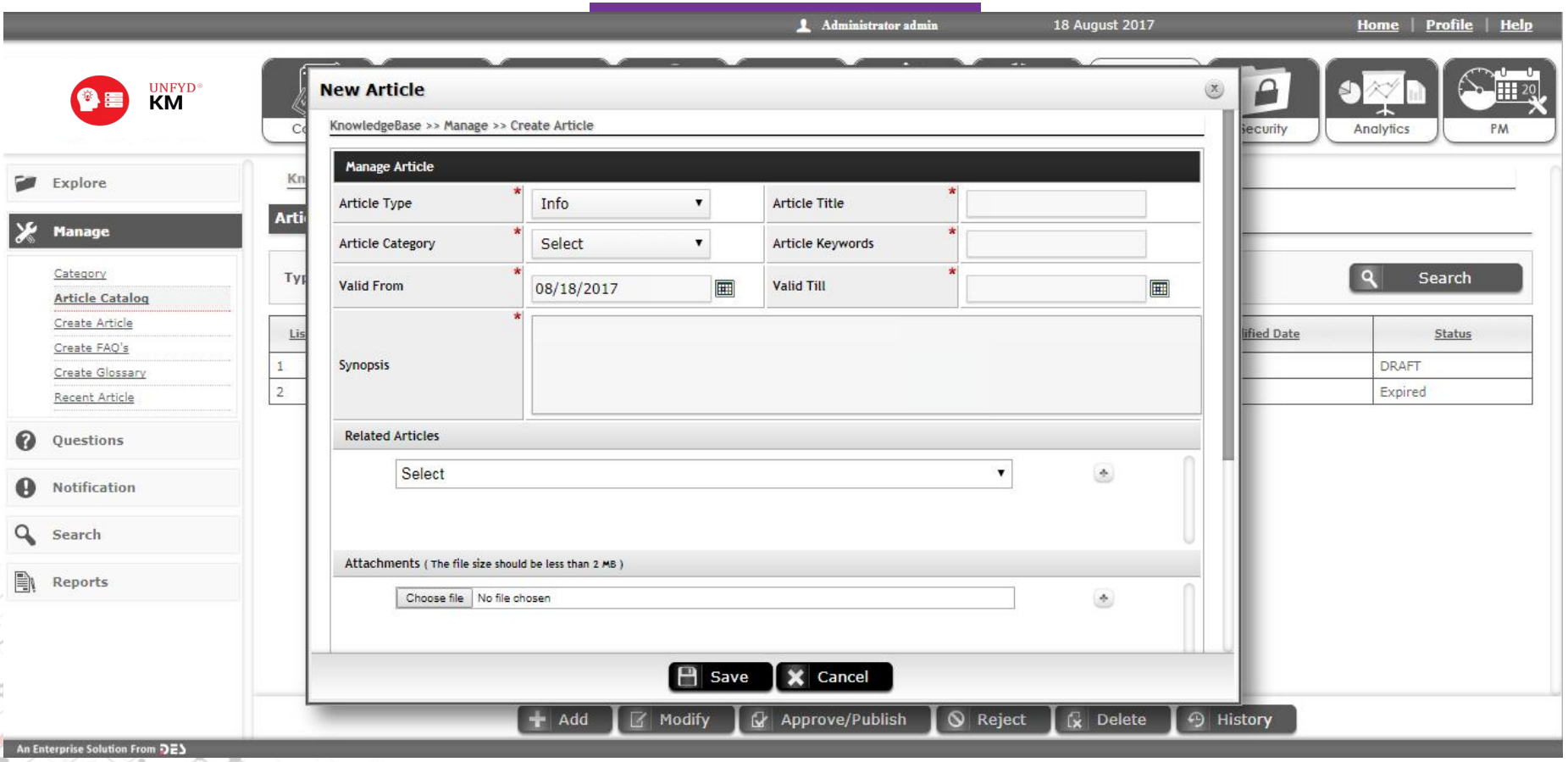
Article Creation



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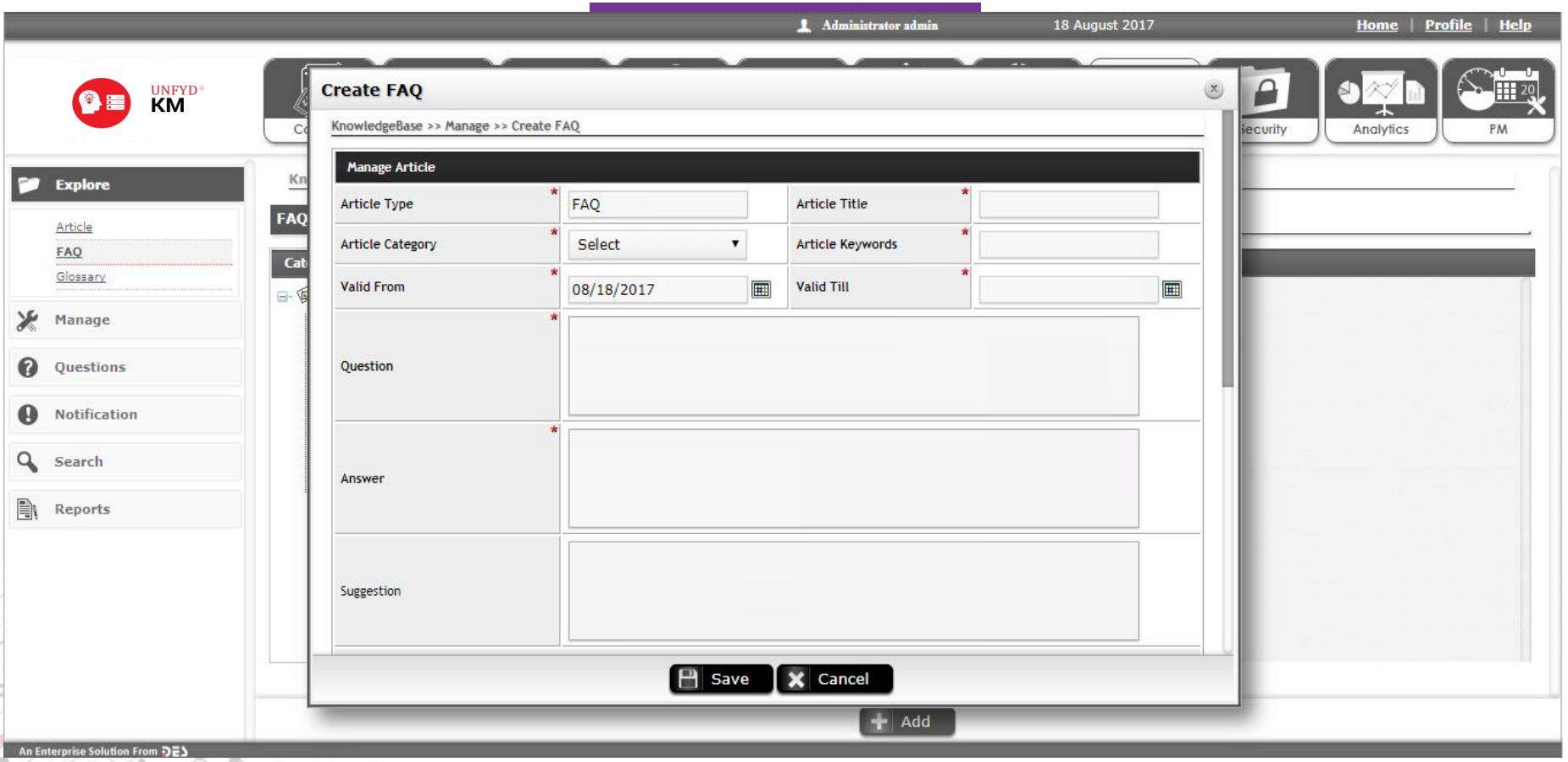
FAQ Creation



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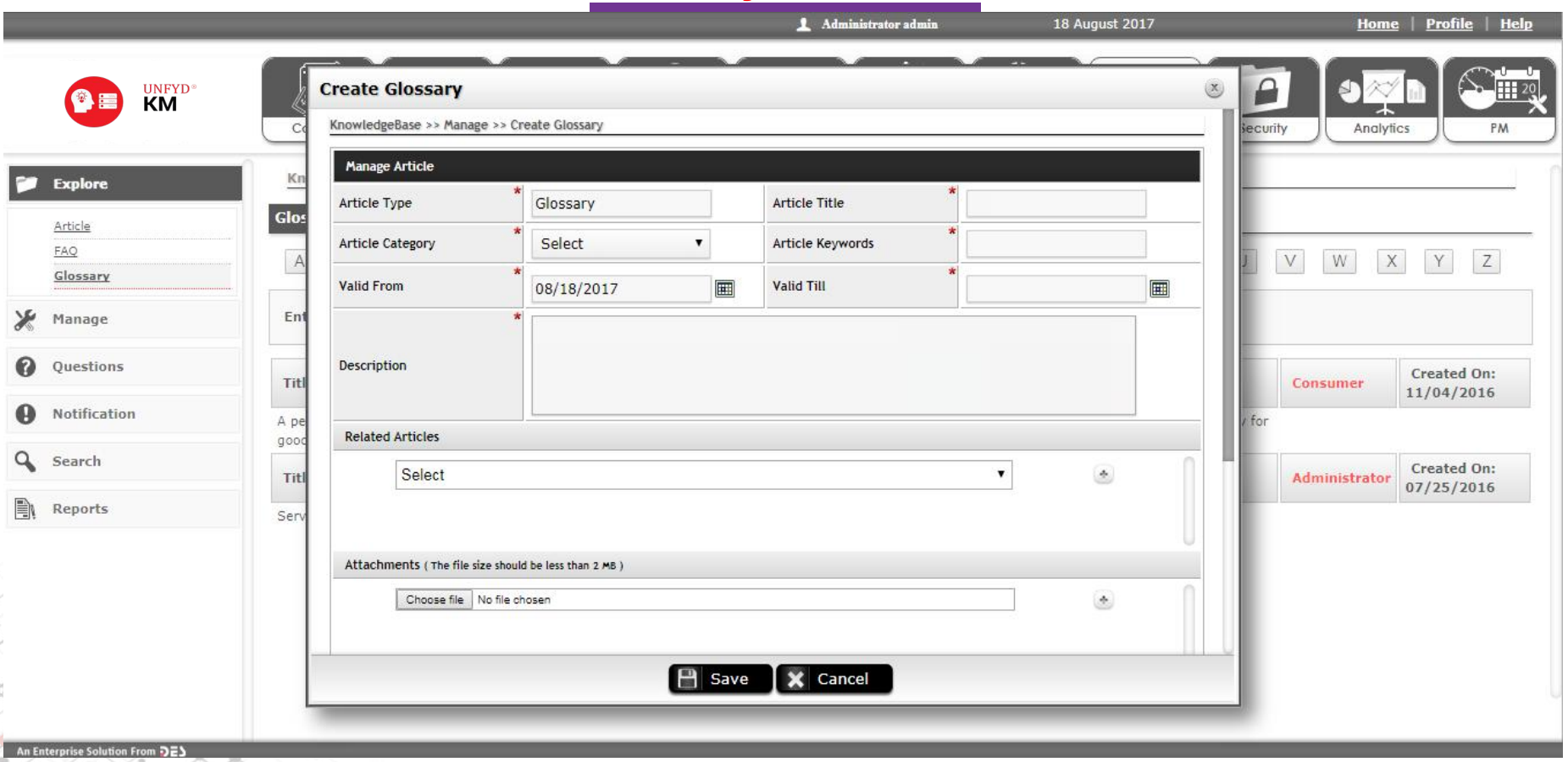
Glossary Creation



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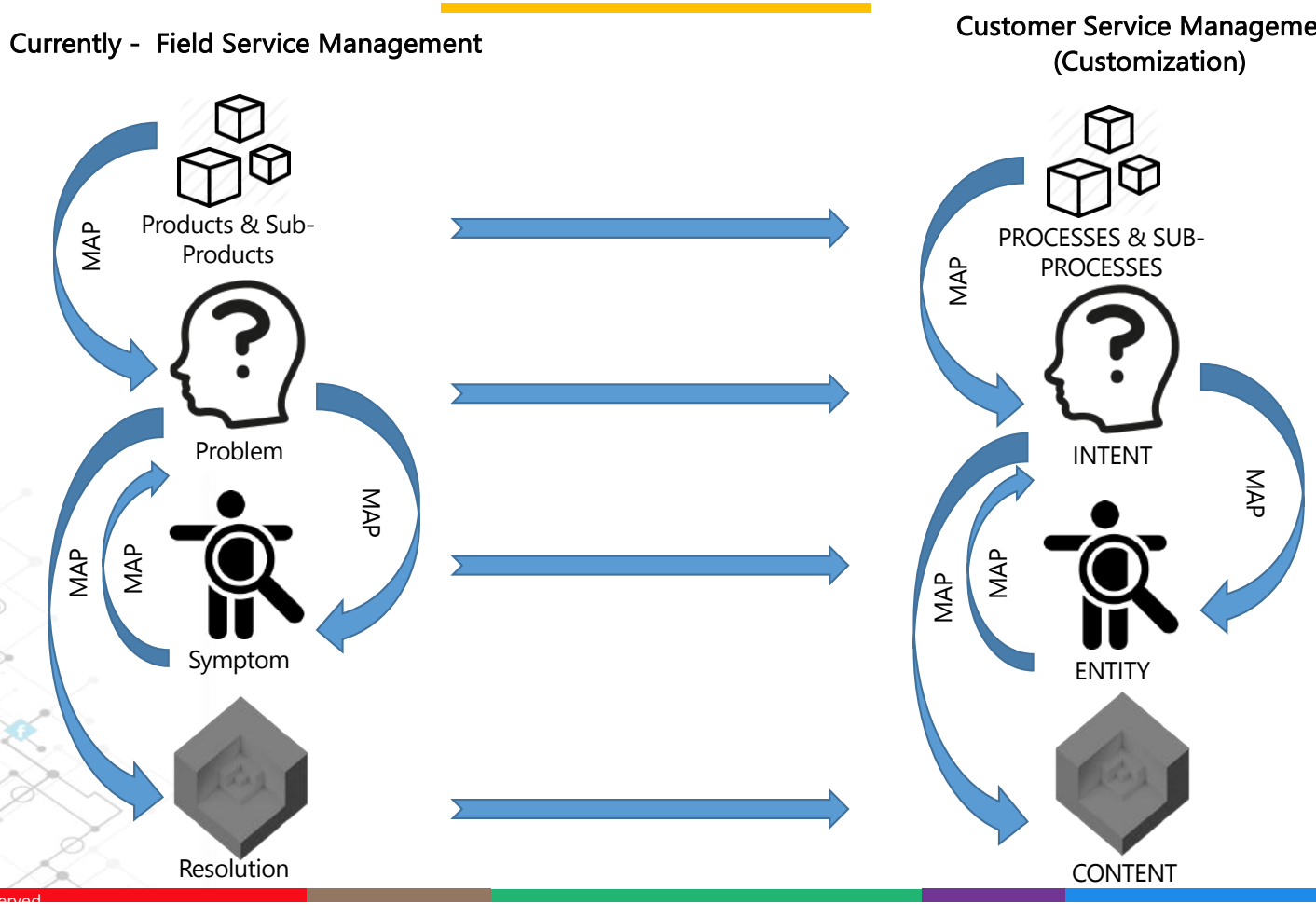
Framework - Problem-Symptom-Resolution

Current & Customization



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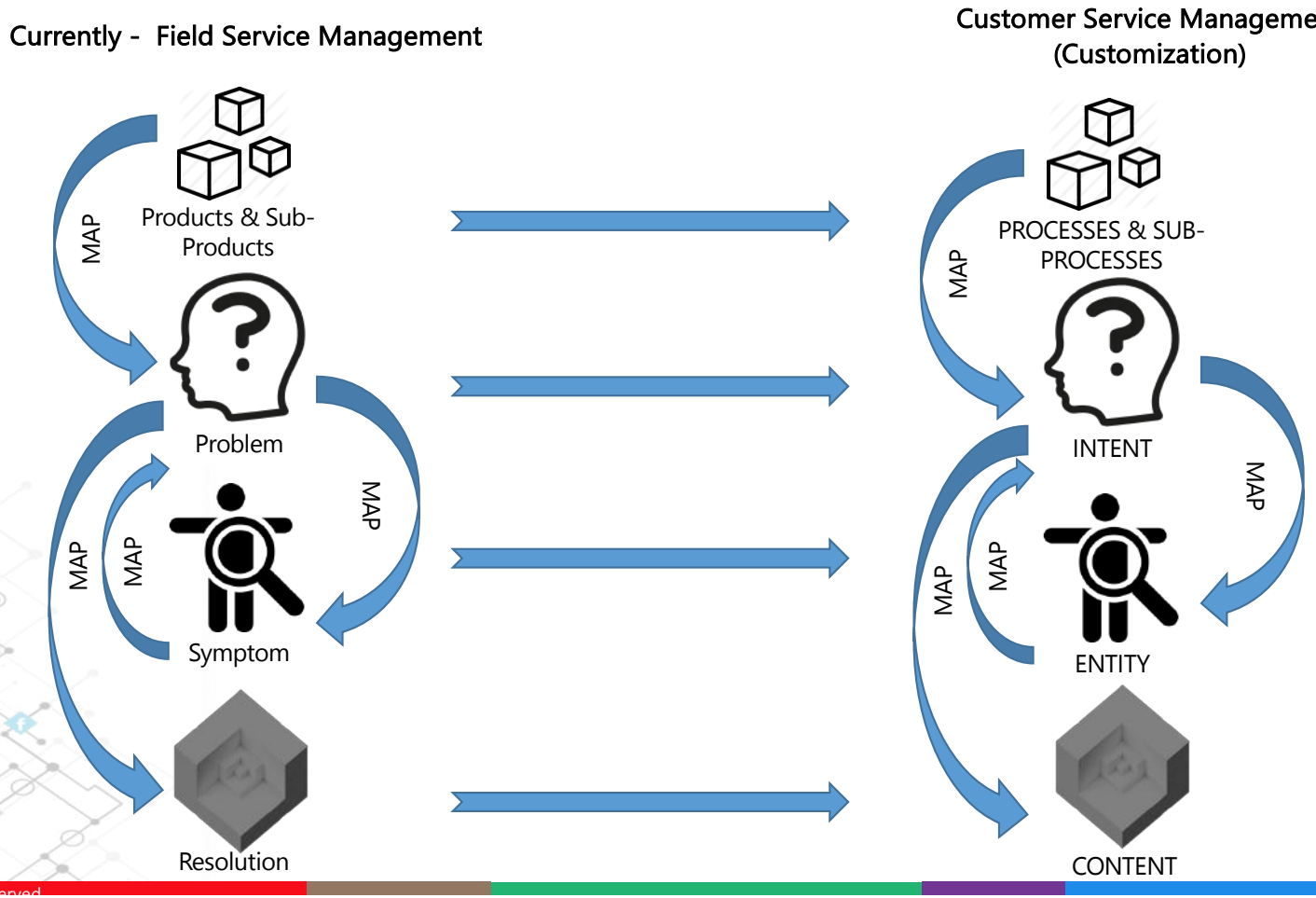
Framework - Problem-Symptom-Resolution



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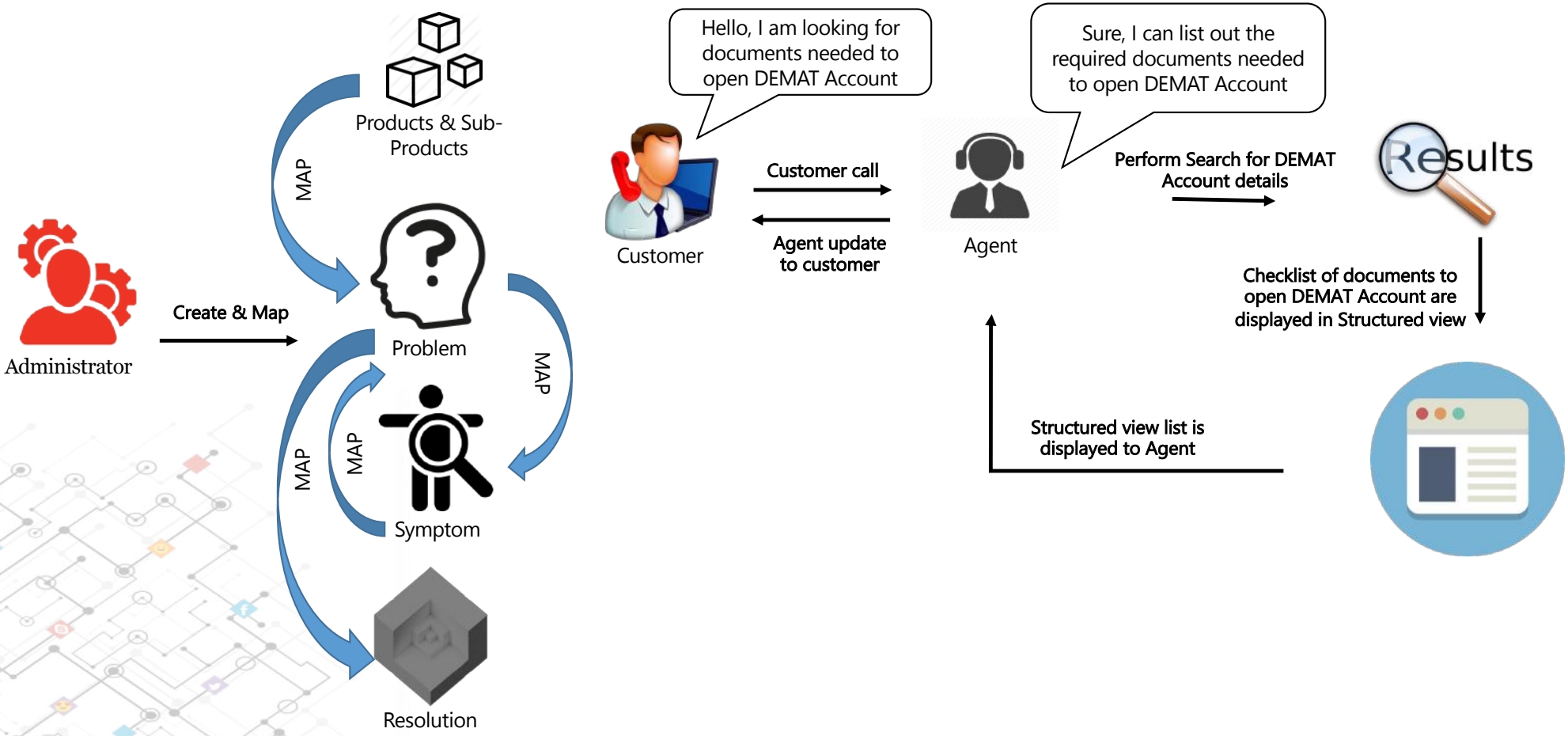
Problem-Symptom-Resolution-Ideal Scenario



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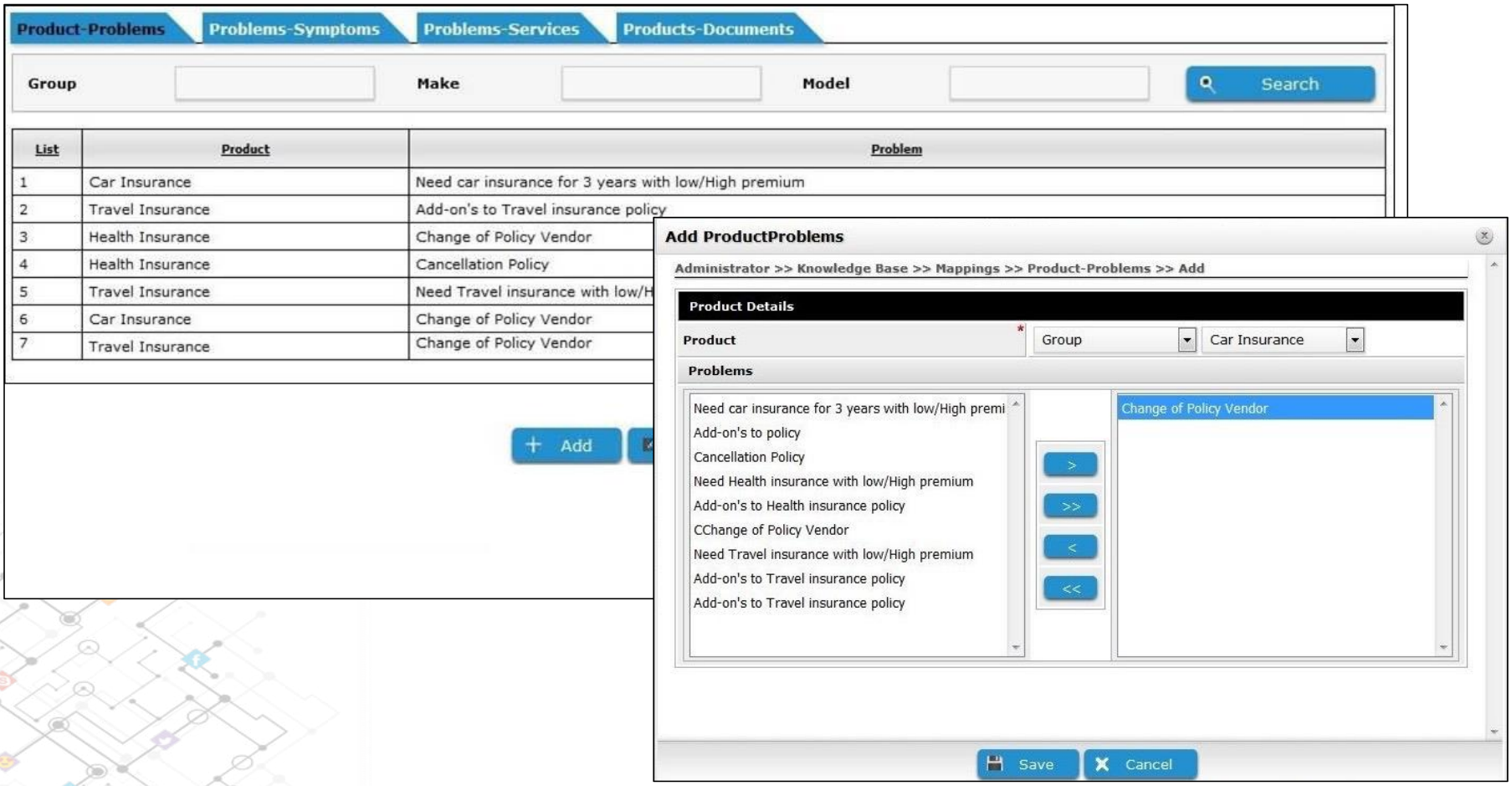
Product – Problem Mapping



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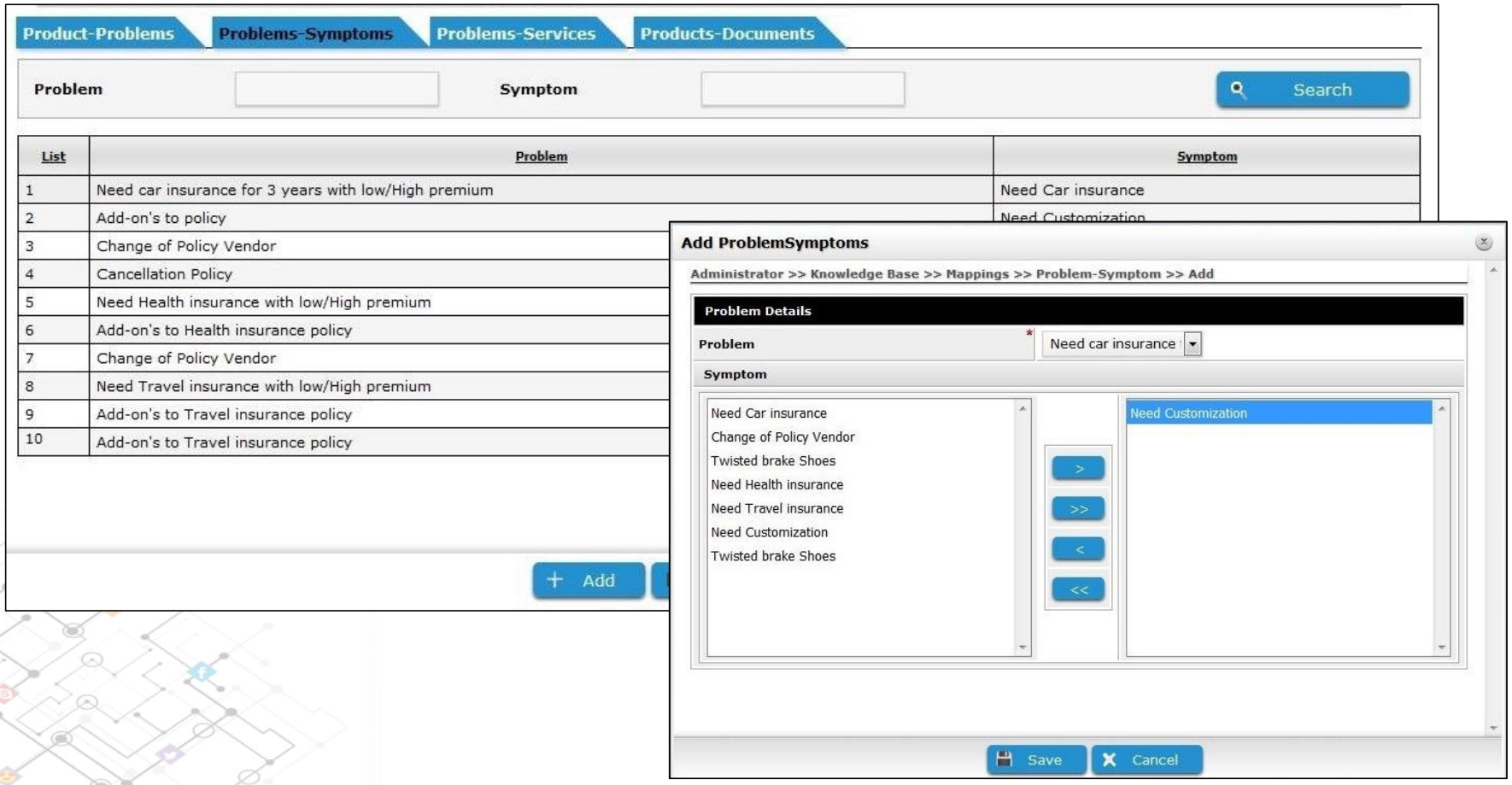
Problem – Symptom Mapping



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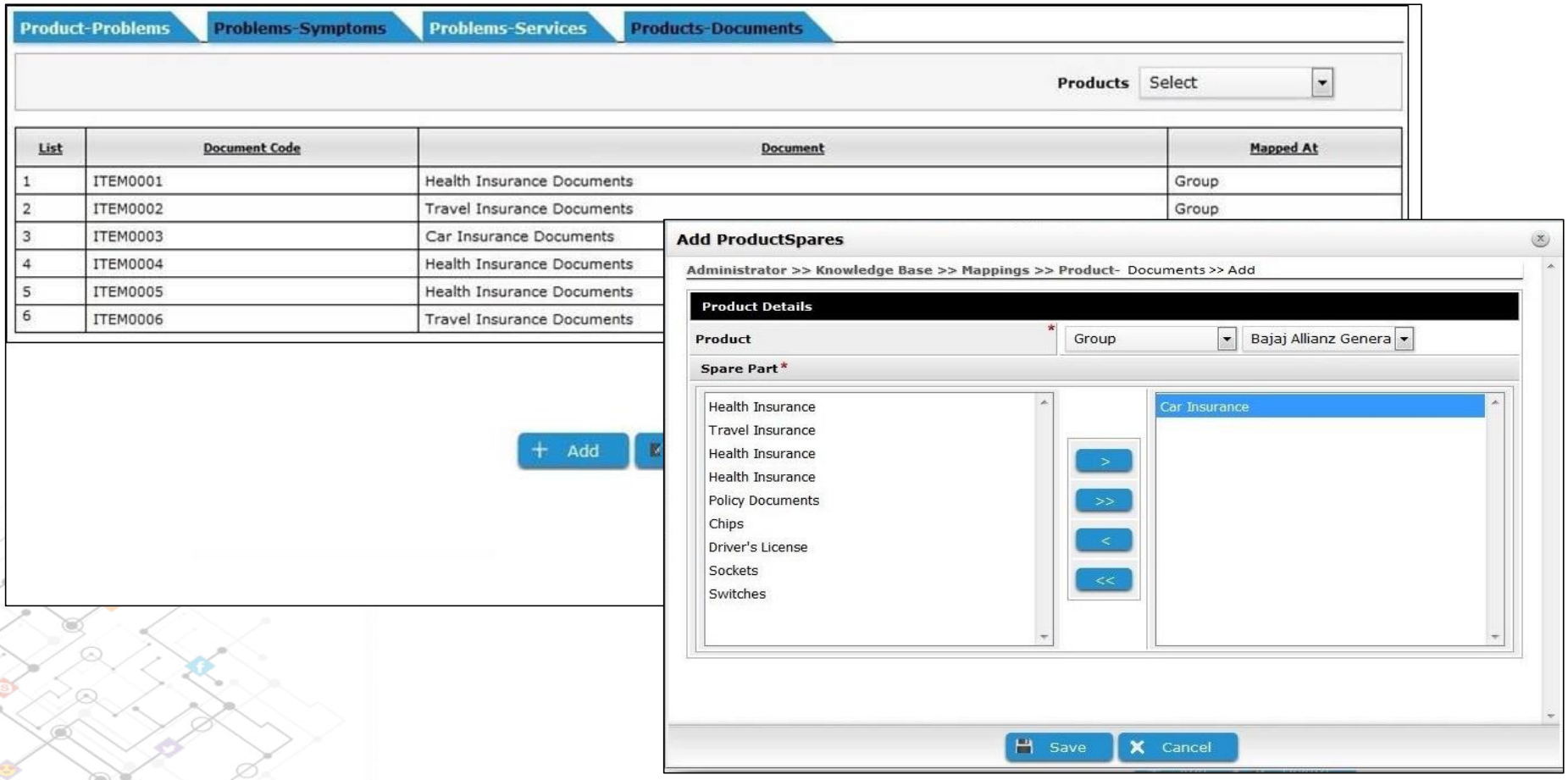
Problem – Resolution Mapping



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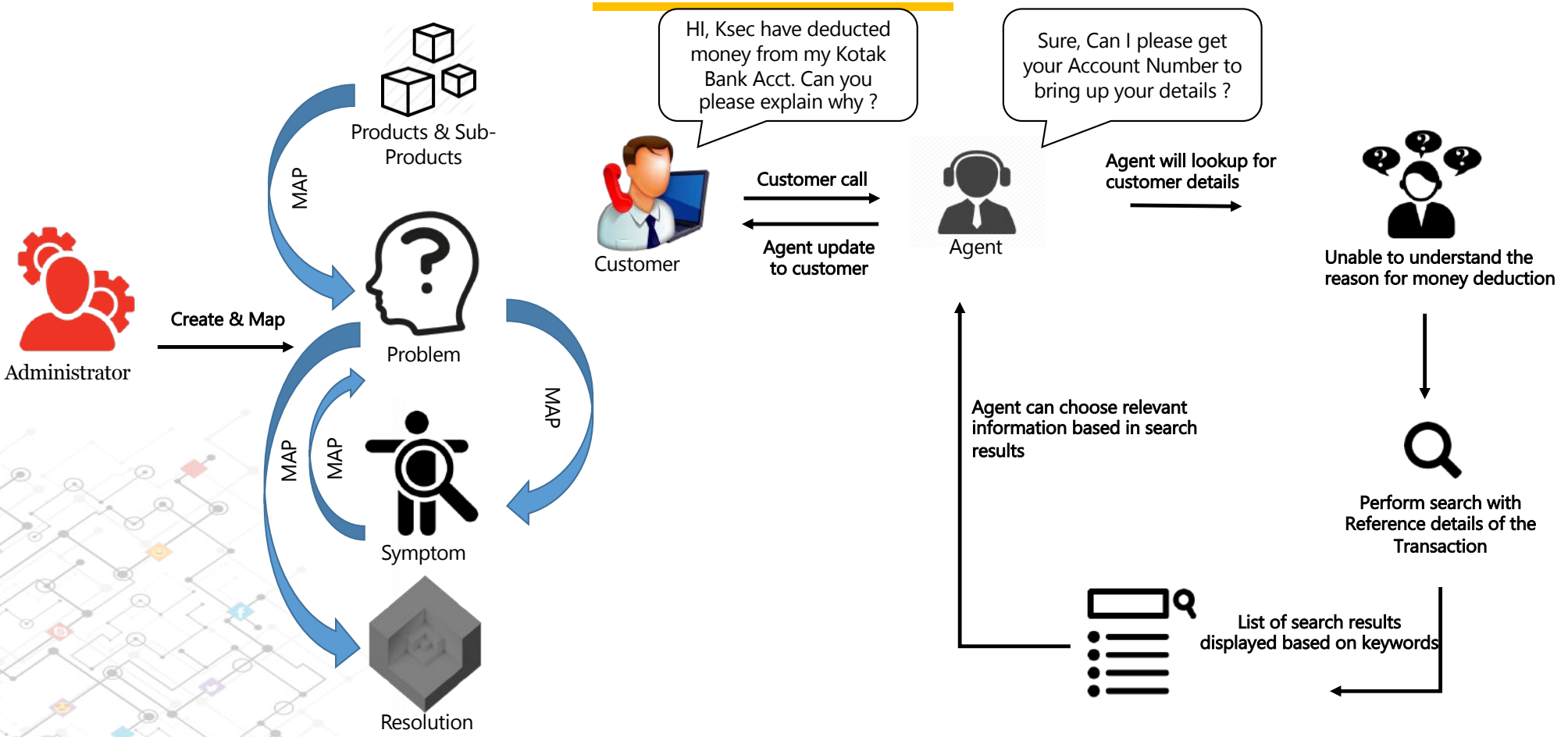
Problem-Symptom-Resolution

Alternative Scenario



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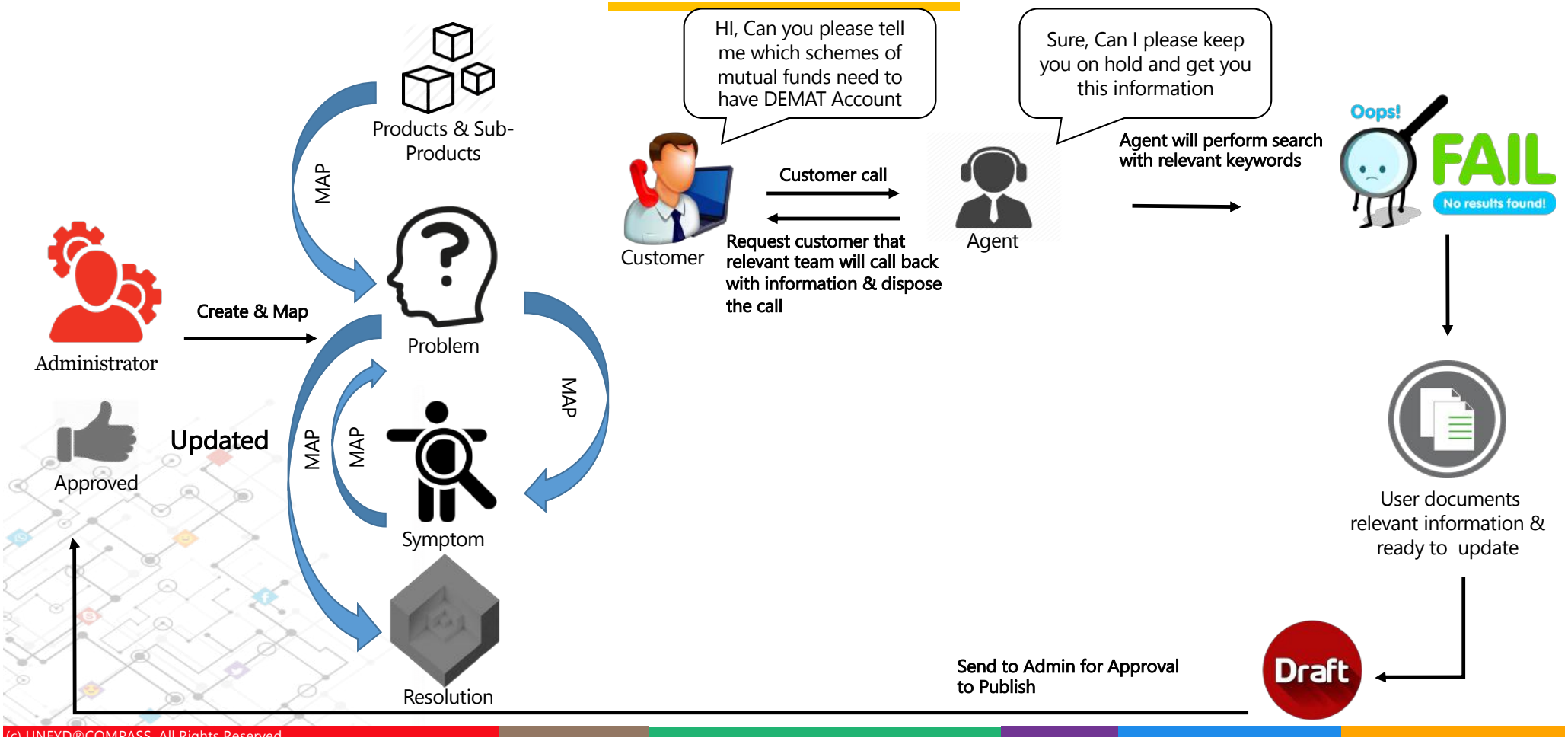
Problem-Symptom-Resolution

Exceptional Scenario



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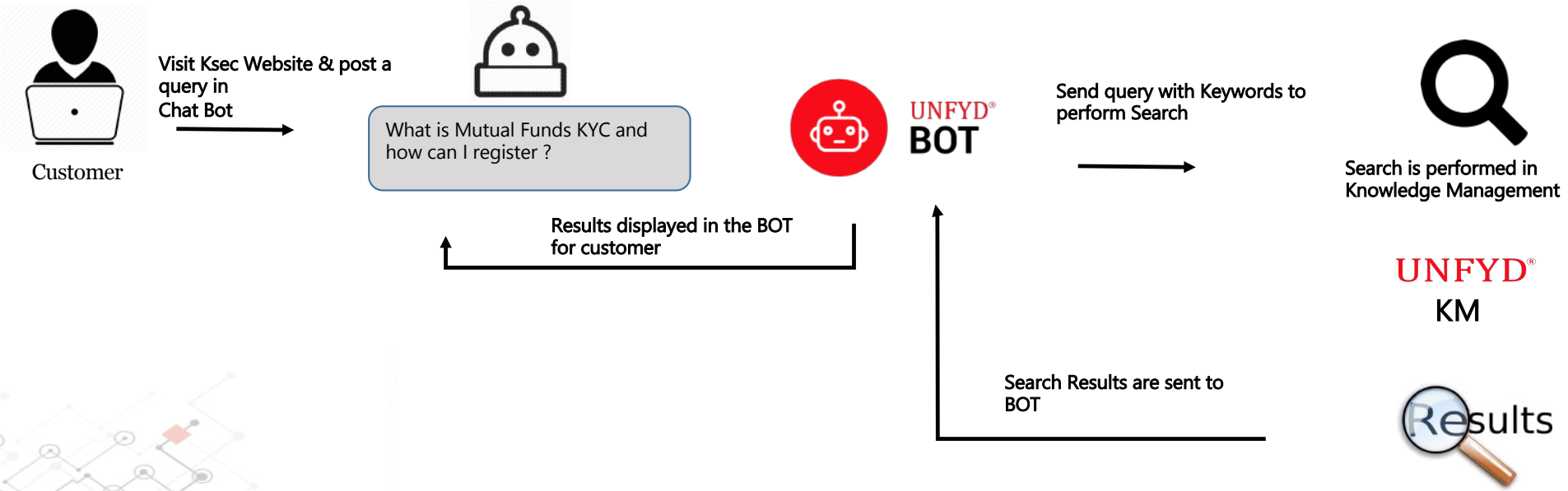
Knowledge Management & UNFYD® BOT



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Administrator Activities

Administrator

Service Operations

- Organisation Structure
- Domains
- Service Areas
- Products
- Sub-Products
- Processes
- Sub-Processes

Knowledge Base

- Problem
- Symptoms
- Resolutions
- Skills
- Services
- Service Activities
- Mappings

Resource Management

- Agents
- Agents Information
- Teams
- Roles
- Shift Assignments
- Activity Preferences
- Domain Transfers

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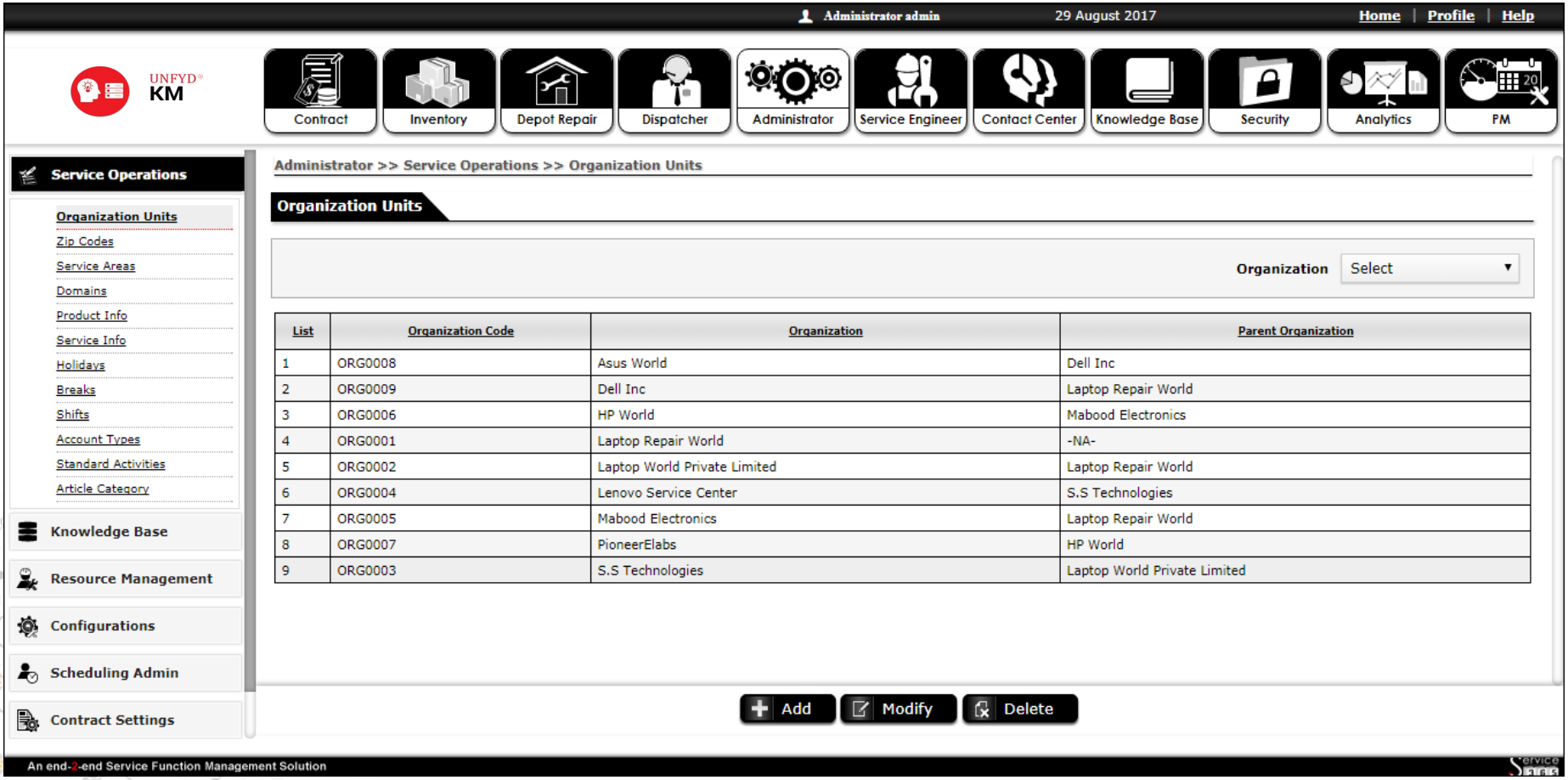
Admin – Organisation Unit



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Admin – Create Organisation Unit

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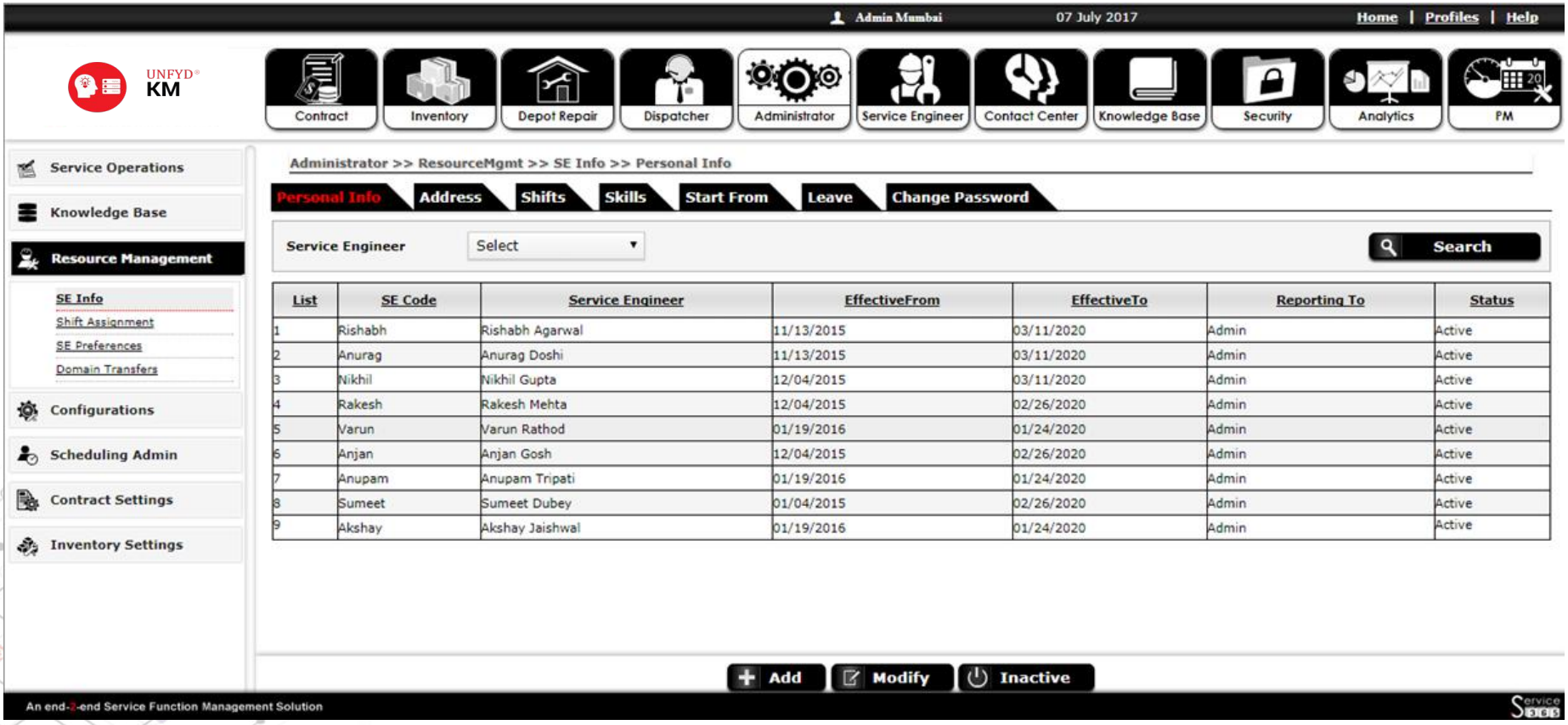
Admin – Resource Management



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Agent Activities

Users/Agents

Login with Active Directory Credentials

- Articles
- FAQ's
- Glossary

Create

Update

Delete

Rate

Email

Print

Search

Sort

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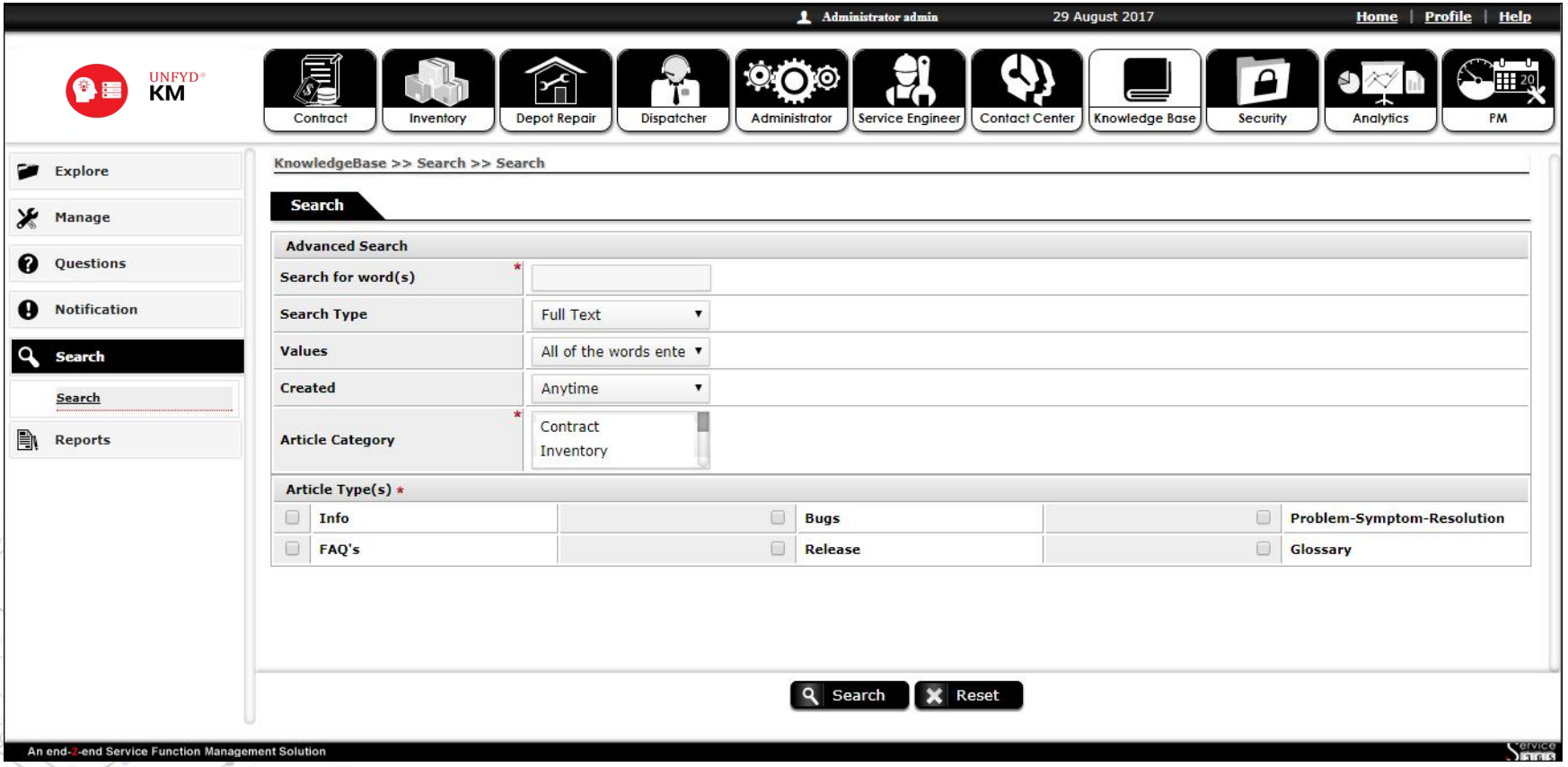
KB – Search



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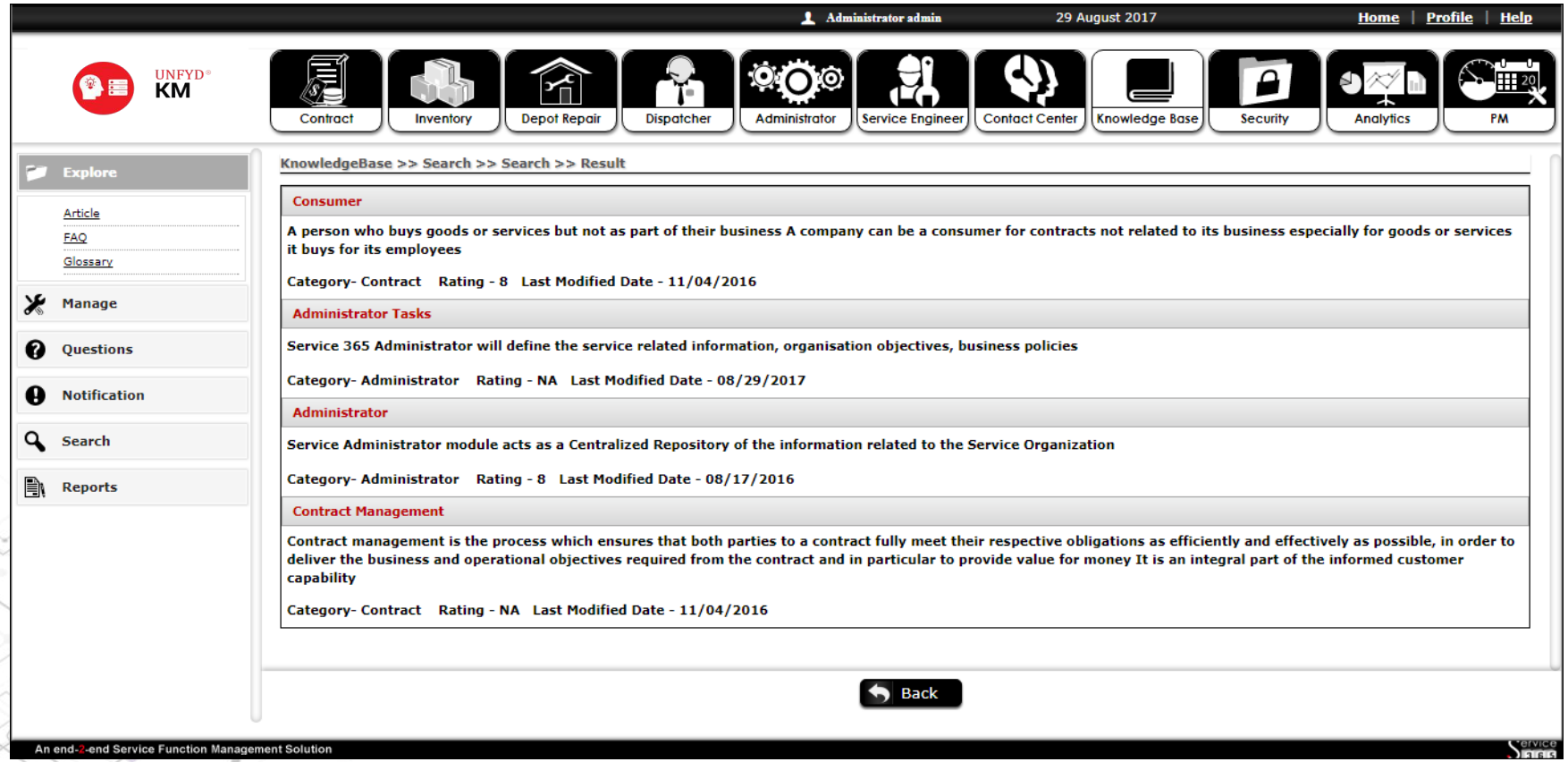
KB – Search Results



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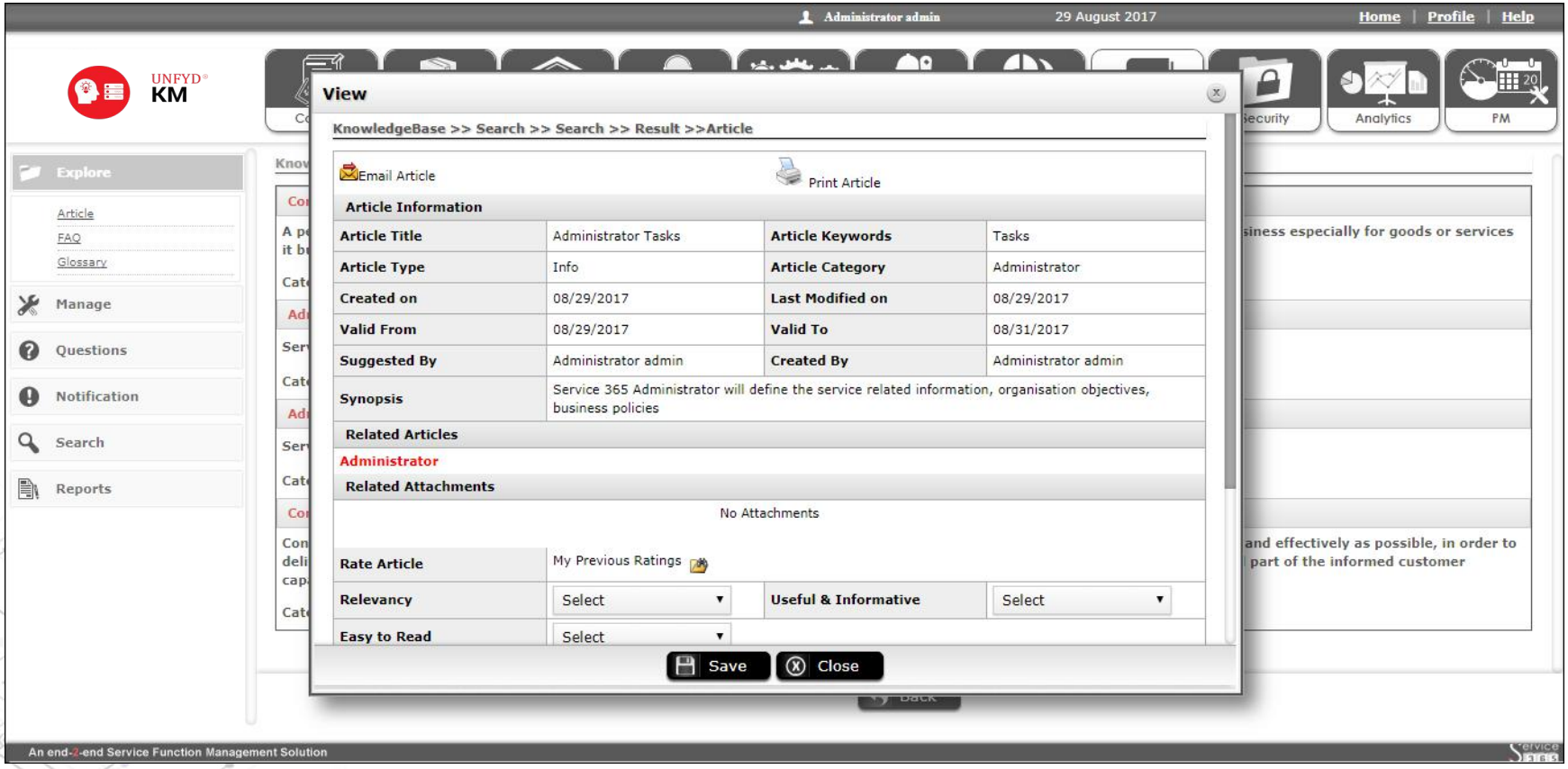
KB – View Search Results



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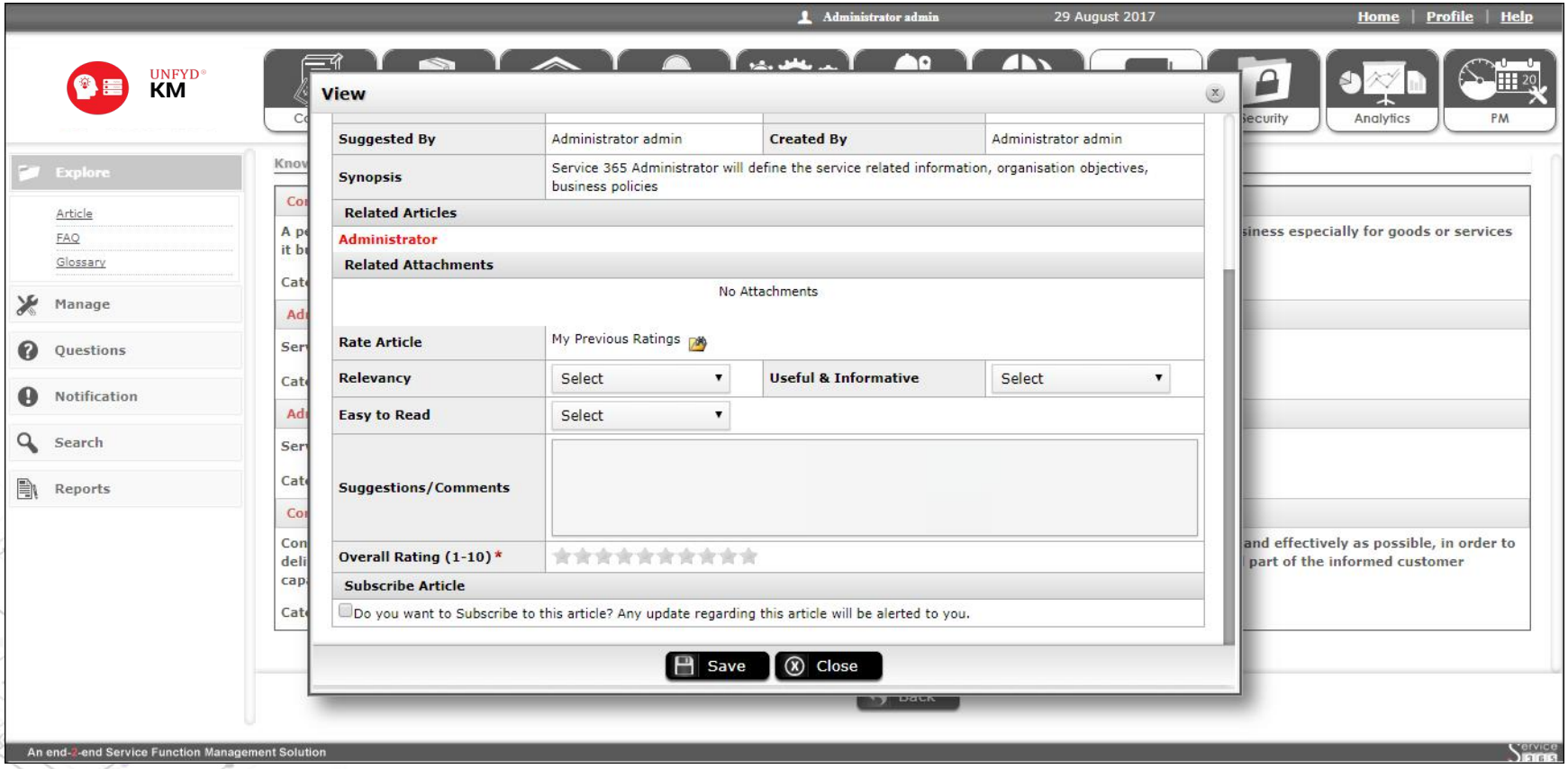
KB – View Search Results



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SmartConnect

Innovate | Transform | Enterprise

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