

iMatch Proof Of Value (POV) Service

Automatically Address Repeat Issues

Softlib's iMatch automatically identifies repeat issues, overcoming the challenge of synonyms, variations of the same words, etc when looking for documented knowledge. With iMatch your agents or end users can get immediate solutions or view similar past issues when they deal with a new issue without the need to look manually for information.

iMatch Proof of Value (iMatch POV) service demonstrates the iMatch benefits using your real data in just a couple of days, providing you with reports of repeat as well as unique issues, demonstrating the unique patent pending iMatch technology.

How it works

iMatch unique technology helps in two ways:

Identifying repeat issues – thus delivering Self Help to end users or helping agents with First Call Resolution

Identifying unique issues – helping agents escalate issues faster and save time wasted on manual searches

Once installed on your premise and connected to your CRM or Service Desk system, iMatch will automatically scan recent tickets and create a dictionary of your corporate lingo, enhancing its built in dictionary of keywords. Afterwards iMatch will immediately look for sample successful matches and for samples of unique tickets. Once finished iMatch will generate two reports, the first with 20 issue-groups with the best matches found and the second report will contain sample of 20 unique tickets.

A Softlib representative will go over the results with you to make sure you benefit from them. You will receive examples of automatically identified groups of repeat issues as well as examples of unique issues.

“Automatically identifying solutions to repeat issues, regardless of choice of words, or vocabulary, or language is a breakthrough and innovation that can significantly boost Self Help capabilities of organizations, increase expert effectiveness and reduce escalations & rework.”

John Ragsdale, VP Technology at TSIA

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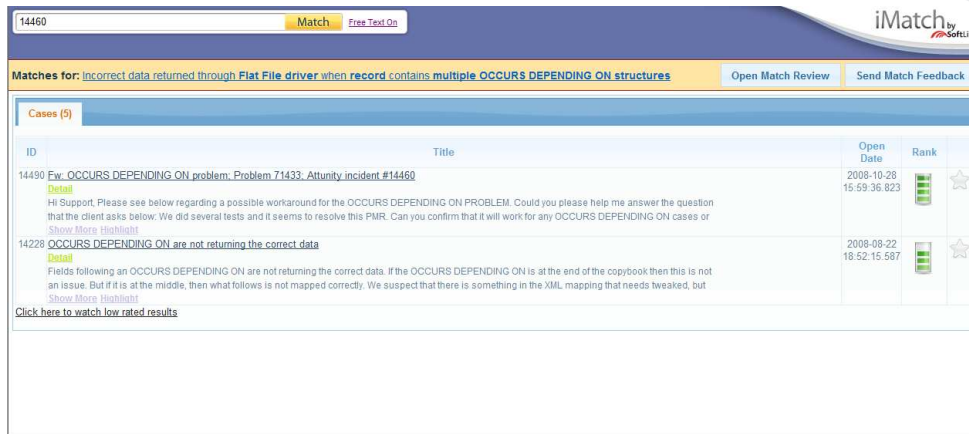


Figure1: A successful match in iMatch

How iMatch helps your business

- Prevents escalations
- Prevent rework
- Minimizes issue resolution time by linking similar issues for the support engineer
- identifying unique tickets
- iMatch analytics helps improve the solution knowledge base

Why iMatch is unique

- Automated solution/issue matching
- Multiple term identification techniques
- Automatically building a dictionary of your corporate lingo, with synonyms & relations
- Learning system - improves over time
- Analytics into repeat issues
- Patent pending

Why the current ticketing system search is not enough

- Current search depends on user capabilities, training and knowledge
- Current search doesn't understand importance of each term
- Current search provides a lot of results and it's not easy to choose the right one
- Current search doesn't have synonyms & relations
- Current search does not improve over time (no learning process)

Join the thousands that use Softlib products today - Call a Softlib representative!!

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