

## ABOUT US

Our SpiceCSM Cloud Based Decision Tree Software uses Guided Process Workflows to present dynamic information to your support reps that will cut costs, minimize training, reduce agent turnover rates, and provide your call center or help desk with a better way to service and support your customers. Your business will benefit from improved First Call Resolution, lower training costs and requirements, easy cross-selling and up-selling, consistent delivery of service, and of course, really happy customers.

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# Guided Process Workflows

## Increase Efficiency and Reduce Costs

### What is a Guided Process Workflow?

Guided Process Workflows allow customer service organizations to quickly develop and maintain a tailored customer service process and empower agents to execute in an efficient, consistent, and effective manner that both enhances their quality of service, and lowers their cost of doing so. Take your subject matter expertise and turn it into easy-to-use knowledge that contact center agents can walk through in a step-by-step manner.

### Guided Agent Services

SpiceCSM's Customer Service Suite brings best-of-breed Customer Service Management functionality to the SaaS model of deploying application software to both internal (corporate help desk) and external (outsourced) call centers.

### Diagnose and Troubleshoot

Take your most complex and advanced support problems and turn them into easy to follow processes that even a non-technical employee could follow.

### Inbound and Outbound Scripting

Reduce costly training by providing your agents with the right thing to say at the right time.

### Data Entry and Processing

Data collection has never been so easy. Customize data entry points throughout the process to ensure the highest quality.

### Dynamic and Conditional Knowledge

Get rid of the search and pray methodology. Guide your agents to the right solution, taking into account each separate variable.

### Guided Self Service

Help your customers by making it easy for them to solve their own problems. With SpiceCSM, the same knowledge and processes that are designed to increase the effectiveness of your agents can be applied in a self-service manner. Customers now have the ability to walk through simple, step-by-step procedures, making even the most complex problems easy to solve.

It's a combined solution. If your customers get stuck in self-service, they can simply click a button and a live agent will pick up right from where the customer left off. No more repeating the steps or frustrating the customer. It's as simple as that.

Increase the self-sufficiency of your users and decrease the number of calls into your contact center with the easy to implement Guided Self-Service.



Multiple Brands. Multiple Knowledgebases.  
Multiple Data Sources. No Problem!



### Key Features of the SpiceCSM Help Desk

#### Case and Ticket Management

Create, edit, and view tickets for each of your customers in chronological order.

#### Business Rules Engine

Automate tasks, send customer satisfaction surveys, and modify ticket parameters without lifting a finger. Save time and increase efficiency!

#### Guided Process Workflows

Content and intelligent decision trees combine to structure the wealth of information available to support agents.

#### Reporting and Analysis

Make critical business decisions and improve operational efficiencies by reporting on pertinent data. Standard reports include: FCR, Issue Distribution, Customer Satisfaction, and many more.

#### Remote Agents

Give your agents the freedom to work from home, decreasing overhead costs. As a cloud application, your agents are not required to be on premise.

#### Customer Service Management

With SpiceCSM as the platform, you can build a strategy that puts your customers first.

#### Shared Agent Environment

Lower your costs by giving agents the ability to support more brands or multiple departments. Take advantage of economies of scale.

#### Co-Sourcing with Help Desk

SpiceCSM was designed and built by an outsourced call center, so we understand that doing all of the work in-house can be tough.

Serviced by our parent company, Fused Solutions, you are able to design and implement a support strategy that capitalizes on great software and outstanding service.

Benefits from co-sourcing include enhanced staffing flexibility and higher utilization of in-house personnel. Readily respond to fluctuations in call volume by rolling over calls and emails to Fused Solutions. You can even purposely under staff your in-house operation knowing that Fused Solutions can handle your 'overage' volume.

#### Easy Integration

With our simple to use API's, SpiceCSM Guided Process Workflows can easily be integrated with your existing CRM or Helpdesk.

#### Fast Setup

Our dedicated team of deployment specialists will walk you through our proven setup process. We even create your first set of processes for you!

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