# Enterprise Software Solutions

Customer technical support

- **Improved customer experience** with centralized customer technical support
- **Automated** problem resolution
- **Next Best Action** with state-of-art machine learning
- Centralized **knowledge base** and easy **workflow** definition
- Easily fit into established **enterprise processes**
- Smoothly **integrates** with enterprise systems
- **Scale** with cloud technologies
- **Decrease** Customer Service Representative **costs**
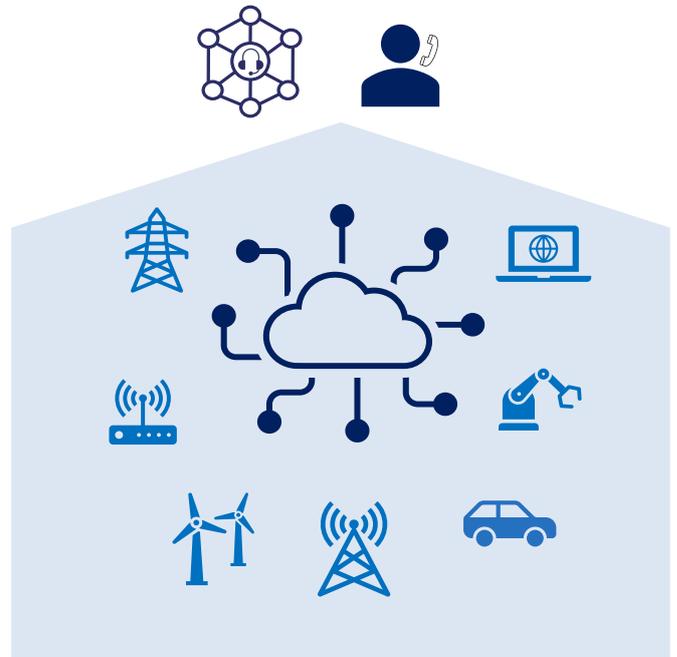
More and more product companies add value to their offerings by packaging them with services for differentiation. But customer technical support can be hard do grasp. Companies struggle to provide top customer support and simultaneously control costs.

KEEN is the solution that provides top customer technical support and cost control. KEEN reduces your customer service representatives training time by evaluating all service parameters and recommending the next best action. KEEN smoothly integrates with your company systems by providing a easy to use API for systems testing and data collection.

Acting as a super AI virtual assistant that learns from past troubleshoot sessions, KEEN automates resolution by suggesting the problem root cause and by using outbound APIs to perform actions on your company systems.

With KEEN's centralized knowledge base and APIs, you provide an omnichannel experience to your customer, either on the web, on a app or a virtual chat assistant.

Using state of the art cloud technologies KEEN is able to scale whichever requiments you have.
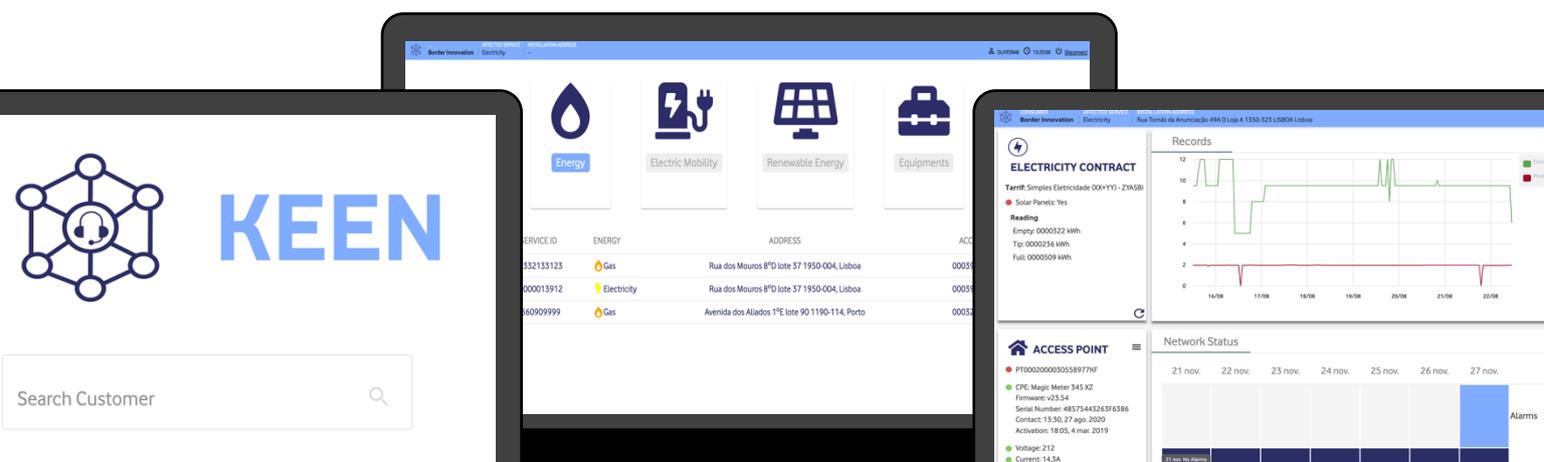
Improved customer experience

Omnichannel customer experience when handling customer technical support. KEEN offers you the APIs required by customer facing systems to provide the same customer experience independently of the channel. Either chatbot, selfare website, whatsapp, facebook messenger or any other customer facing channel, KEEN provides the centralized process required to resolve customer technical issues

Automation

By centralizing all technical support processes and APIs, KEEN becomes the natural provider of automation processes. From common failures to planned interventions, KEEN is the core that enables you to automatically notify your customer or automatically handle the customer request

Workflow and Knowledge base

KEEN includes an easy to use workflow design tool where the resolution processes are defined and documented. These processes enable your organization to categorize which business services you offer, which symptoms there may be when having a faulty service and the root causes leading to them. By analysing each customer scenario, only the meaningfull processes will be available, leading to an efective and efficient troubleshoot process

Next Best Action

Leveraging the workflow and knowledge base, KEEN offers a state-of-the-art machine learning model that recommends the next best action by identifying the problem root cause. KEEN continously retrains itself with past sessions and adapts to workflow changes
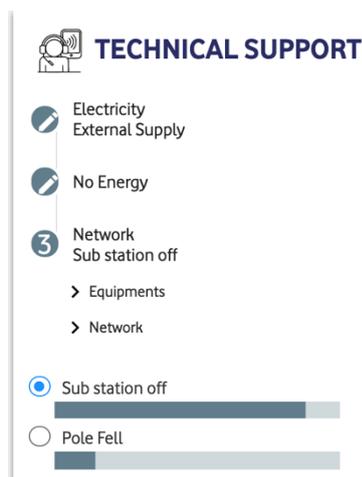
Enterprise processes

Handling customers with technical issues is a stressfull situation. In that fragile moment, having the right tool to secure the relation between the customer and the business processes is key to build an even stronger relation. By aligning the troubleshoot resolution with the internal business processes, KEEN guarantees that you always know what happened with your customer or that the second-line tickets make the correct journey to resolution

Costs

With KEEN, cost reduction comes in a multitude of ways: by providing automation solutions for common problems; by reducing call duration; by increasing first-call resolution; by perfectly integrating with your business processes; by reducing CSR training time

Personalized

KEEN makes the right questions at the right time. It analyses customer services to determine the scenario and based on that selects the the accurate workflow to resolve you customer problems. The right questions when it matters the most

Integration

You model your business systems for you particular needs. KEEN offers a set of APIs that enable rapid adoption or even customization. Enabling fast adoption for each customer, KEEN offers inbound and oubound APIs, so that it acts both as a services provider for you customer facing channels or consumer of your resources to collect data or perform actions

Scalability

Scale KEEN using cloud based technologies. Free your systems resources when technical support is with low demand and scale it immediately when things get harder. Be prepared to respond to all your customers and do it independently of contact channel

Try KEEN. Contact one of our experts at www.border-innovation.com/contact and get KEEN up and running in you company

BORDER

Learn more at: www.border-innovation.com