

## Omnichannel experience

# Improve employee experiences with a choice of service and support channels

### → Employees limited in their choice of channels?

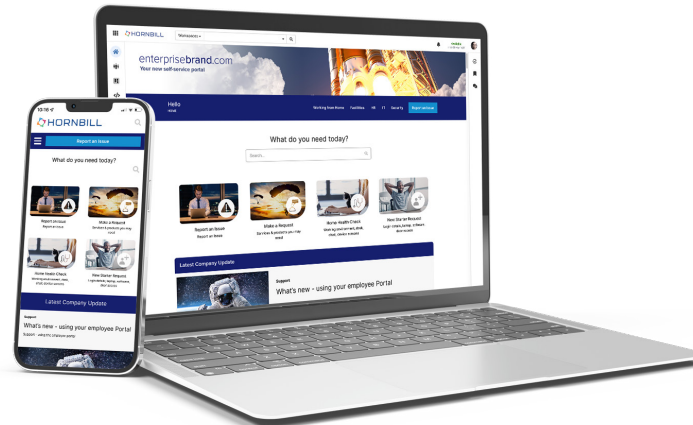
Give employees a choice of digital and assisted channels to suit their current context.

### → Can't get a single view of the employee across channels?

With Hornbill you get a complete view of employee touchpoints in one platform.

### → Can't provide a seamless cross-channel experience?

Manage all channels in one app, enabling seamless channel-switching.



### Hornbill makes it easy to manage employee interactions across all channels

Give employees a seamless experience across web, mobile, email, phone, walk-up, and collaboration platform channels. Hornbill ties together interactions to give you a complete view of employee interaction—in a single cloud app.



“With Hornbill, it's easy to create and manage complex workflows.”

## Omnichannel service and support benefits

- ✓ The employee chooses the best channel for their current need.
- ✓ Shift traffic from non-scalable 1-to-1 channels to scalable digital channels.
- ✓ Improved employee productivity and satisfaction.
- ✓ Reduce friction in the employee experience.
- ✓ Significantly reduce support costs.
- ✓ Reduce stress on your service desk—and cut staff churn.

### What's different about Hornbill?



**Effortless upgrade.**  
Continuous delivery of new features (automatically applied) means no upgrade effort.



**100% focus on service management.**  
Everything we do is about helping employees achieve service excellence.



**True cloud app.**  
Built as a cloud app, Hornbill has zero application management overheads.

## Omnichannel experience

# What can you do with Hornbill?



### → Fit the employee's context

Let employees choose the channel that's right for them, right now. Web portal when they're at their desk. Mobile app in the airport. Phone when they really need to speak to a human being.



### → Switch channels freely

Employees are never restricted. They can log an issue in their enterprise collaboration app, check status on their smartphone app, and open a live chat to escalate the priority.



### → Omnichannel employee view

To ensure employees get a seamless experience, service desk analysts can see a full history of interactions and information gathered. They'll never need to ask the employee the same question twice.

“Give it a try, you won't regret it. Hornbill are super supportive! 100% would recommend.”



#### Improve employee experience

Choice of channel boosts employee satisfaction.



#### Cut service desk calls

Divert calls to digital to make more time for 1-to-1 interactions.



#### Support home working and hybrid

Channel options mean employees can interact in the way that works best for them.



#### Channel reporting

Get valuable intel on when and why your employees use different channels of interaction.



#### Guide your omnichannel strategy

Use detailed information on service and channel demand to plot an effective omnichannel roadmap.



#### Drive improved experience

Measure the quality of employee experiences to pinpoint areas for improvement.

Our mission is to enable your mission

[www.hornbill.com/contact-us](https://www.hornbill.com/contact-us)



Automate 90% of routine workloads across your organization with enterprise automation everyone can use. Save 1000s of hours by digitalizing interactions and automating workloads. Crush the daily grind and free people to pursue your true mission.