

Automated Customer Interaction

Make life easy for customers and employees with simple digital experiences

Automate low-value interactions, giving your teams more time to deliver outcomes that really matter

➔ **Too many phone calls to get important work done?**

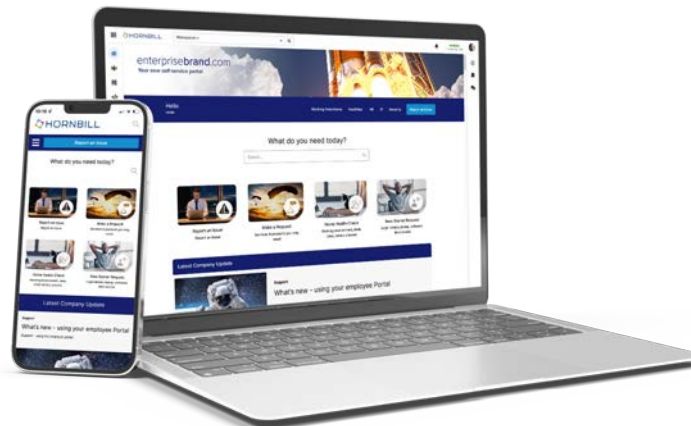
Divert up to 80% of calls to digital channels, freeing up time to resolve issues.

➔ **Multiple calls reporting the same issue?**

Automatically communicate disruptions to customers and prevent calls before they happen

➔ **Customers and employees tired of waiting in queues?**

Give them instant digital alternatives so they can get on with their work.



Digital transformation of service

Hornbill's web portal and mobile app cover all your service customer needs.

Digital service experiences

Create 100% digital experiences and hands-free delivery of value to customers.

Digital support

Self-logging, self-service, knowledge management, newsfeeds, pro-active communication, and peer support give your customers options for how issues are logged, tracked, and resolved.



Self-service has taken huge pressure off our service desk.

Digital Customer Interaction benefits

- ✓ Reduce call volumes by up to 80%
- ✓ Cut operational costs

- ✓ Reduce workloads, stress, and burnout
- ✓ Shift focus from logging to resolving

- ✓ Improve customer productivity and satisfaction
- ✓ Make time to improve services

What's different about Hornbill?



Highest user adoption.
Designed for simplicity, Hornbill offers a frictionless customer experience.



Fastest implementation.
100% codeless setup gets you up-and-running in half the time.



Effortless upgrade.
Continuous delivery of new features—automatically deployed.

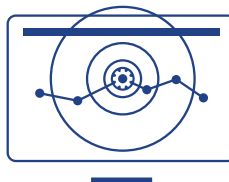
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What can you do with Hornbill?



➔ Offer a compelling, unified digital experience

Consolidate multiple portals, mailboxes, phone numbers, and apps into a simple, unified service experience. With Hornbill, one digital hub covers all corporate services: IT, HR, Facilities, Finance, and more.



➔ Create new digital service experiences, without code

Digitalize every customer touchpoint for fast and efficient service experiences. With Hornbill it's easy to design fully digital, fully automated customer journeys.



➔ Drive quality, efficiency, and satisfaction

Digitalization brings visibility. Reporting and analytics bring insights. Track demand, trends, and performance to pinpoint areas for innovation and improvement.



“*Though initially aimed at our customer facing service desk functions, we are now using Hornbill to process other types of requests in other areas of the organisation—interaction with both external and internal customers.*”

✓ Service catalog

Make it easy to find and order services and products, anytime, anywhere, on any device.

Knowledge management

✓ Automated push of how-to knowledge to guide customers to self-resolve.

Customer transparency

✓ Automated confirmations and instant digital visibility of requests significantly reduces status calls.

✓ Self-logging

Customers avoid call queues. Support agents can focus one-to-one attention where it's needed.

✓ Demand management

Digitalized service interaction gives you a consolidated view of demand and trends.

✓ FAQs

Quickly direct customers to the most common solutions.

✓ Web portal and mobile apps

Anytime, anywhere, any device access to services and support—perfect for office, home, and hybrid workers.

✓ News feeds

Subscribe to services to stay informed about status and changes.

✓ Peer support

Native collaboration features facilitate sharing of how-to knowledge between customers and employees.

✓ Reporting and analytics

Dashboards give you a real-time view of performance and trends. Analytics let you dive deep to uncover insights.

✓ Virtual agent

Multiply support capacity and service more customers faster with a chatbot.

✓ Your branding

Give your portal a familiar look and feel.

