

Academy

The New Strategy Powering Customer Service, Increasingly Intelligent Self-Support Automation



Enable Customer Self-Support

Are wait and call times negatively impacting your customer's experience? Are you providing a self-support experience? What if you could measure and impact not only a customer's experience but also your agents?

DeviceBits consumes and distributes articles to score and predict future efficacy. Using intent based search, related concepts and suggested paths, users accelerate their interactions with self-support articles. This leads to happier customers and shorter wait times.

DeviceBits Academy is an intelligent, digital self-support customer service destination that brings your user experience into the future. Each Academy destination contains articles in a variety of consumable formats that are intelligently linked to enable a predictive user journey creating successful outcomes for your customers.

Composer

Empower your team to create and manage articles that supports your customers through a lightweight, non-programmatic web interface.

AI Powered

Intelligently match self-support questions to known resolutions through scoring models for article effectiveness and intent based lookup.

Self-Service

Enable your customers to self-support through a predictive, user journey including FAQs, Interactive Tutorials, Guides, and Videos.

Analytics

A dashboard that monitors and alerts teams on the effectiveness of your Customer Support repository through search, feedback, and article utilization.

DeviceBits' BOT+ Academy customers build chatbot success + happier customers by combining today's chatbot functionality with practical Artificial Intelligence and Machine Learning (AI/ML) technology.