



inContext™ sdk

Customer Spotlight: Monitor 24-7 Inc.

The Facts

Organization

Monitor 24-7 Inc.
www.monitor24-7.com

Key Customers

- Epson Europe
- GMAC
- AeroInfo
- University of Southern California
- Ajilon
- Mayo Clinic

Industry

IT Help Desk

Type of application

Request and Workflow Management

Arikus Solution

Arikus inContext™ sdk

Functionality

- Automated content aggregation
- Indexing
- Plain language querying
- Guided search
- Content categorization
- Email routing

Languages

English, French, Dutch

Platforms

Microsoft Windows NT

Managed content

- Help Desk information
- Email and attachments
- Internal documents
- ODBC databases
- Web pages

“During our investigation to provide an integrated knowledge management solution within our IncidentMonitor™ application we evaluated several products within this specific space. The Arikus inContext™ sdk results were phenomenal and surpassed any of the competitors in ALL categories of comparison!!!! The search was more accurate, the integration of the product was far easier and the price was untouchable. The Arikus team worked with our team during the integration phase to ensure that we were on track and utilizing the engine correctly. They even took suggestions from our team and rapidly turned them into supported functionality within the product.”

—Scott Walling, CTO, Monitor 24-7 Inc.

Company Background

Monitor 24-7 Inc. is a software development company with its flagship product, IncidentMonitor™, IncidentMonitor™, the industry standard in service workflow and service chain management. IncidentMonitor™ can be used for Help Desk, Bug Tracking, Sales Force Automation (SFA) / Customer Relationship Management (CRM) and Field Service operations to name a few. Winner of Best of Show at Call Center & CRM Solutions Conference, in the “Contact Management/Help Desk System” category, IncidentMonitor is repeatedly rated as “best” Help Desk software on the Help Desk Software and Resources forum (www.helpdesks.com).

The Need

Before integrating inContext™ sdk technology inside of IncidentMonitor, Monitor’s customers would have had to rely on the use of multiple software applications to manage disparate repositories of information. Customer Service Representatives (CSR) responding to customer queries had to look in multiple places to find the answers to problems that had already been solved. Monitor needed a better way to get their customers’ CSRs the right information to best help service their clients in the fastest way.

The Solution

Monitor integrated Arikus inContext™ sdk to allow the ability for CSRs and customers to accurately search structured and unstructured data repositories created through IncidentMonitor. One of Monitor’s key initiatives is to help decrease the amount of calls through their clients’ helpdesks. This is accomplished through the integration of inContext™ sdk in a self-service fashion allowing CSRs to focus on the more difficult or unique issues.

inContext™ and IncidentMonitor™ are also used to automatically match an incoming E-mail to the requests in the repository to accurately route the incoming request to the appropriate customer service representative. You no longer have to read E-mails and direct them manually.

Arikus inContext™ sdk provides CSRs with a single point of access for information from multiple sources including Web and other sources. inContext™ sdk helps CSRs capture, share and reuse previous work to provide better service to customers thereby enriching client relationships and be more productive. Accessing information through natural language search allows both internal and external people the ability to put questions in their own terms and get the most relevant responses automatically.

The Benefits

Arikus inContext™ helps CSRs provide customers with succinct, immediate responses to their inquiries. If a customer has a question concerning an application, the consultant can leverage data from the help desk, look through free-text files and view previous responses to formulate a comprehensive, real-time response.

inContext™ enables CSRs to efficiently use and share information from a wide variety of sources to better service customers and create longer-lasting relationships.



Search and categorization solutions
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