

Cention Library

Cention Library is a comprehensive collection of answers to FAQ and knowledgebase solutions. It provides customisable and fully functional online library management. It can also be used inside other *Cention* product components to allow operators to search these answers and include them in client correspondence through different channels.

The information can take different forms. Operators can access full answers that are ready to be sent to a client. Alternatively, the library can contain templates, ready to be used as part of the answer to an enquiry. The response is then completed manually, or from another source, such as workflow database variables. It is the perfect solution to help you to manage and present useful information to your customers and to contact centre personnel.

Cention Library delivers the information your customers really need. What can be more important than top-quality customer support? *Cention Library* includes a sophisticated keyword-based search engine to help operators or online visitors to find what they are looking for. Imagine, customers will be able to help themselves!

Integration with your website takes place over standard protocol, using web-services or SOAP that are available in all modern programming languages.

The combination of *Cention Library* with *Cention QuickAsk* provides a comprehensive self-service facility on your website. It can be further boosted with live chat and integrated e-mail or SMS services.

Integration and administration of *Cention Library* is simple. Operators can easily suggest questions to the system as they answer e-mails, or they can manually insert answers that appear frequently. New entries can later be monitored and adapted by an administrator, inserted into a live library of questions and shown live on the website, or used as templates and answers within *Cention WorkFlow*, because who knows better than your support operators what questions your customers ask?



Questions can have a “best before date”, after which they are automatically removed, and can also have an automatic start date for all the archives in which they are present, making the library dynamic.

Some of the benefits include:

- Customer view based on the contact centre knowledgebase.
- The people who know what your customer asks, supply the questions.
- Full control.

Contact: