

A large, pixelated graphic of a robot head, rendered in a mosaic of various colors including shades of blue, yellow, orange, grey, and black. The head is positioned in the upper half of the image, facing forward.

Polly.help

The right answer
every time

No matter where the questions
come from, **Polly has the answers**

Table of Contents

The Right Answer Every Time	4
Do You Know Your Customers' Most Frequently Asked Questions	5
Clear Consistent Answers to Customer Questions	6
Revolutionizing Web Self-Service	7
The Right Answer with Polly	10
Best Practices for Designing a Powerful Knowledge Base	13
Jumpstarting Your Knowledge Base	14
Customer success: BCC	16
Customer success: Timing	18



The Right Answer Every Time

Polly offers a cloud-based intelligent knowledge base platform that can handle your customers' questions with ease and enables you to:

- Provide superior service to your customers
- Save time and improve efficiency of your agents

Polly allows you to tap into the Frequently Asked Questions your customers have and automate the delivery of clear consistent responses for improved customer satisfaction. Save time and effort on common FAQs and focus on your core business or address more complex questions.

More time devoted to your customers

Polly is your online service representative. With Polly, you can deliver superior consistent service to customers regardless of whether it is an online storefront, a recruitment agency, or an internal customer service team.



Do You Know Your Customers' Most Frequently Asked Questions?

Your customers are your priority, but the reality is:

- Most of your customers have the same questions;
- Your customer service agents have to answer the same questions.

You shouldn't have to waste time searching for the right answer to these frequently asked customer questions every time they come up and drop your overall productivity.

So, do you know the most common questions your customers have at the different stages of the purchasing process?



Clear Consistent Answers to Customer Questions!

Good, and especially correct knowledge is increasingly important in a knowledge-intensive economy. Customers expect clear consistent and quick answers to specific questions when they are making purchasing decisions. Moreover, they expect to get the same answer no matter what channel they used to ask the question. Often the knowledge in your organization is fragmented and customer service agents are spending a lot of time looking for the right answers. Or you may be looking for a way to respond more efficiently to questions from customers.

With Polly, you can answer more
questions in less time

Better customer satisfaction
with clear consistent answers the first time.



Shorter average
handling times



Efficient handling of frequently
asked general questions



Help more customers at
the same time



Retain customers and improve
online conversions



Revolutionizing Web Self-Service

Web self-service based on your needs: static web pages with frequently asked questions, dynamically served database-driven answers, or a modern dynamic and personalized online Help Center.

Online

All questions and answers are stored online in the Polly platform that is integrated on your current website with two lines of code. Give your online visitors the right information and guidance directly. Give your internal customer service teams a secure internal knowledge base, seamlessly linked to existing CRM systems.

Dynamic

Questions and answers based on your specific customer profiles. Ideas for continuous improvement through direct feedback from visitors or from feedback received by your customer service reps. Clear and quick decision tree logic so your visitor gets the right answer the first time.

Transform your FAQs section into modern
flexible Web Self-Service with Polly.

Personalized

Deliver highly personalized answers to customers depending on context, such as specific interests or demographics. The internal knowledge portals let you personalize the questions based on expertise level or department.

Why revolutionize WSS?

**Sophisticated knowledge
management solution**

**Easy to use
and manage**

**Easy
to integrate**

**Flexible
to implement**

Usefull for every type of organization

Is a dynamic, personalized online knowledge base reserved for large organizations?
Not at all. Polly can be set up easily and cost-effectively at contact centers of smaller organizations.

Polly is suitable for any company that
deals with customer inquiries.



The Right Answer with Polly

Give superior customer service by providing your customers the right answers the first time.

Higher customer satisfaction

Online knowledge for round-the-clock answers to customer questions

With Polly answers are available 24/7, even if your agents are not on chat, email or the phone. Customers can find the right answer to the question they have intuitively. The result is with fewer follow-up questions, faster order transactions and higher overall customer satisfaction.

Insights into what customers want

Built-in knowledge base analytics tools enable you to really understand your customers

Statistics and analysis of how your knowledge base is being used gives you an in-depth understanding of the questions your customers have. Learn quickly which questions generate the most escalations to agents and what knowledge is lacking in your knowledge base. Polly helps you improve your questions and answers, including through article review feedback. *onder meer via artikel beoordelingen.*

Clear consistent answers

Guaranteed quality without investing more time

Without a centralized repository for knowledge, answers from memory or those based on inadequate information can affect the level of customer service. Polly helps you avoid this pitfall. You write the answer once and it is available to everyone regardless of what channel the inquiry comes from. Polly is your agents' single source of truth, making knowledge easy to find and always up to date.

Effective time management

Save time by automating answers to the same questions

Polly: Robust and Highly Functional Platform

- **Versatile:** whether it is a question-answer for retail, internal service desk, government agencies or tourism;
- **Expertise with enterprise software:** we know what is required for a high-quality knowledge management system;
- **Simplicity:** easy and accessible management;
- **User-friendly system:** no cumbersome actions or complicated screens; everything is deployed on one screen;
- **Customer-centric:** not only the wishes of your customer, but also the wishes of you as a partner are central. Together we draw up a roadmap for further development;
- **Help with KN design:** From simple FAQs to sample knowledge bases for retail, telecom, government, banks to help jumpstart your project;
- **Integration with chat, email and CRM systems:** so that your customers have access to their knowledge base within this software.

Simplicity in use is the
core of the Polly Platform



Best Practices for Designing a Powerful Knowledge Base

1. Collect knowledge

Collect the frequently asked question by customers and other knowledge you may already have in external documents or systems. This way you know which questions need to be included in your knowledge base.

2. Publish the knowledge

After you've collected the questions and answers, publish your knowledge online for customers and employees. Determine collections and articles that fall within them. As a best-practice, it is recommended to first create the collections and then the articles that belong to them. This will enable your customers to quickly find the right answer to their question.

3. Analyze

Together we look closely at the statistics for the first few weeks. What are your customers looking for and are they finding the right answers? Which articles are getting poor feedback? Which queries from your customers aren't giving results? We provide best practices recommendations on improving your web self-service portal.

4. Optimize

Based on the provided information from the reports you can improve, expand the knowledge base in case certain knowledge items seem to be missing or remove questions that aren't being asked. The information from your statistics and article reviews enable you to continuously improve your knowledge base and make it better and more valuable.



Jumpstarting **your Knowledge Base**

Your knowledge online quickly

- Put your knowledge in the knowledge base;
- Put two lines of code on your website or let us do it for you.

You can review the statistics yourself every day. Alternatively, you will receive an email every week with the most popular questions and searches. You can start optimizing the knowledge base for your customers immediately!

Improve your online
customer service with Polly

Experience Polly yourself now.
Go to:

polly.help





Customer Success: BCC Netherlands: Offers Superior Customer Service with Polly

BCC is the Dutch subsidiary of the Darty Group. It is a retail electronics chain that operates 71 brick-and-mortar stores in The Netherlands in addition to having an online storefront.

Customers can contact BCC Customer Service for all their technical questions about equipment and multimedia. BCC uses the Polly Knowledge Management Platform to ensure that the agents in the stores' Customer Service department and those operating online all have access to the same up-to-date information. The results are: superior customer service and improved communication between the retail stores and the online operation.

Solving BCC's Problem with Polly KM Platform

All customer inquiries are handled by the online Customer Service department. If customers aren't able to find an answer online, they can also contact the Helpdesk at each of the 71 stores. Since the implementation of Polly KM platform, more people have had their questions answered through the web Help Center.

According to Customer Service Manager Sander Kouwenhoven, Polly is directly responsible for a considerable increase in customer satisfaction. Before Polly the biggest challenge the Department had was retaining customers who would leave because they were unable to find what they needed on the website. Thanks to the robust search capabilities of Polly there has been a dramatic increase in first-level resolutions. The previous static online FAQ section has been replaced by a dynamic, contextualized and highly accurate content search that has resulted in fewer escalations to voice agents. The result is Polly has automated portion of web self-service.

Another important consequence of the implementation of Polly is consistency when communicating with customers regardless of the their chosen channel of interaction. Communication is not only simplified with customers but also between online and instore Customer Care reps.

The BCC Helpdesks are also benefiting from the solution: they can handle chat inquiries faster and respond more accurately in cases when a search term not found.

Timing

Customer Success: Clear Information Provisioning within Timing

Timing is an employment agency, part of the ADG Service Group. It has 700 employees and is considered to be among the top five staffing and temp agencies in The Netherlands. In addition to employment placement, Timing also offers outsourced HR solutions to customers.

Timing receives many front-line questions from different employers. An online information service with the Polly Platform on the back-end helps reduce the number of questions escalated to agency employees and at the same time delivers clear, consistent answers to the inquiries. They also use Polly's analytics modules to understand what their customers search for and to proactively create articles that address these inquiries. This allows them to provide information provisioning to their customers quickly and accurately.

According to Willem-Jan Maasland, Application Executive at Timing, Polly has helped the organization to reduce the average handling time of calls enormously. Within the Polly platform they can generate reports showing what information people are looking for and where they drop out. Working with a knowledge system also means that a call is only completed when the knowledge and information that has been acquired has been added to the knowledge system.

Timing employees really appreciate Polly's the ease of use. The interface is intuitive and it is possible to link Polly to multiple locations, both internally for service and externally on a website. It is a single source of information for every outlet where we would like to share that information. "

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