

SWORD

UPGRADE YOUR BUSINESS

Sword**Ciboodle**



Sword Ciboodle
Unbundled

Global Leader in Customer Service Solutions

Sword Ciboodle is the global leader in customer service software, proven to optimise contact centre operations and enhance the customer service experience across all channels from phone, email and branch to SMS and web. It is used by leading companies in commodity markets in many countries to slash costs and deliver consistently exceptional customer service.

At the heart of our success is our people, product and delivery approach. As one of the first adopters of a process approach and with experience spanning three decades, we have teams of people who eat, sleep and breathe Ciboodle. Our bright people, our best practices and our partners ensure that the solutions we deliver set your organisation apart.

On this strong foundation, there are a number of crucial elements that give our clients such impressive results fast – sometimes in as little as twelve weeks;

- **Immediate:** Our out-of-the box content is quickly configured and extended to suit your needs, scaling in line with new business requirements.
- **Intuitive:** An instinctive and context based system, accessed via many channels and designed with people in mind.
- **Integrated:** Built on open and accepted standards for creating enterprise-class service enabled applications allowing you to quickly and easily plug into and leverage your existing assets.
- **Incremental:** Flexing at the pace your business demands, we focus on strategic solutions that deliver tactical benefit in short sharp phases.
- **Independent:** Working as partners with your team, we help your organisation to become self-sufficient as rapidly as possible.
- **International:** Available in many different languages, Sword Ciboodle truly supports global businesses out-of-the-box.
- **In Touch:** Build your processes once and reuse them across your customer facing channels and lines of business.

Sword Ciboodle Features

Intelligent Desktop

Web-based, collaborative and context-driven work environment that provides a single point of access to all applications. The unified view of customers and their interactions for knowledge workers, agents, mobile workers and managers alike ensures your people have the right information at their fingertips at the right time.

Case Handling

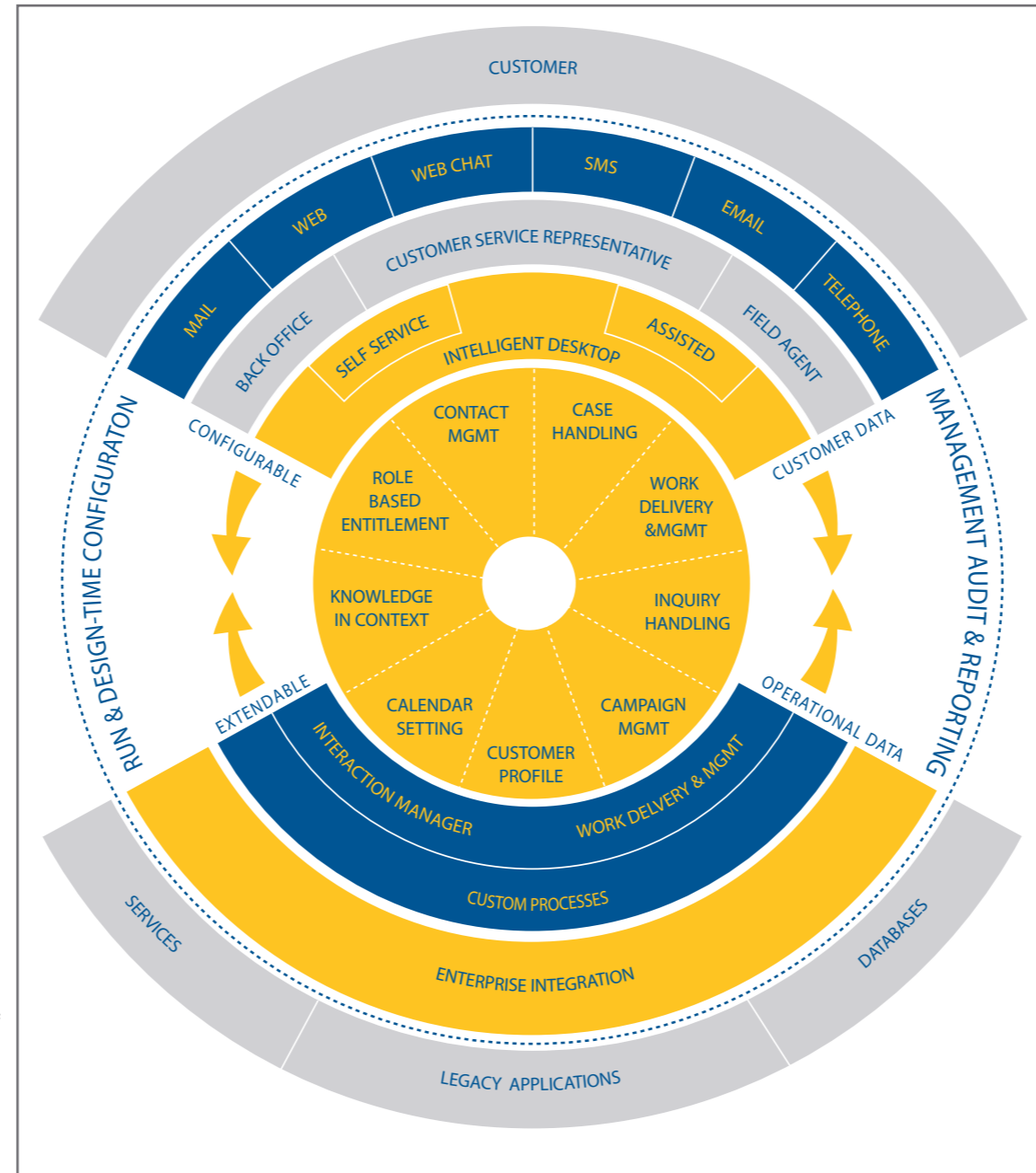
Dynamic, business defined filing system which groups together related work items and allows scheduling of follow up activities, multi-channel alerts and escalation paths.

Role Based Entitlement

Easy to use business tooling to allow organisations to both predefine and change in real-time, who has access to what and when.

Customer Profile

A dynamic and unified view of the customer with alerts and flags highlighting propensity and preferences makes this the first port of call when looking to understand your customers.



Sword Ciboodle at a Glance

“Sword Ciboodle is a leader among business-process-centric customer service apps and has a growing reputation in the field of customer interaction management with a focus on contact centres”

The Forrester Wave™: Customer Service Software Solutions, Q4 2008

Contact Management

Centralised and comprehensive history of all inbound and outbound contacts and all information associated with those contacts regardless of channel.

Enquiry Handling

Intuitive call flows, screens and decision tree support to guide less experienced staff through the right steps in the right order, to ensure customer requests are handled and resolved at first point of contact.

Work Delivery & Work Management

Multi-process, multi-channel and multi-brand work interface which allows offline work items to be pushed to, or selected by, users with skill and role based routing and reassignment.

Appointment & Calendar Setting

Manage appointments between your customers and your staff with integration to your preferred calendar system and integrate with workforce management systems to support allocation of mobile or field workers.

Campaign Management

Drive multi-channel outbound customer communications by uploading customer data and attaching promotional campaigns to worklists for users to complete.

Knowledge in Context

Business defined and entitlement driven, FAQs and scripting provide relevant timely and context driven references for agents and customers alike during interactions.

eService

Allow customers to directly access your customer service processes with web chat sessions to facilitate consultative servicing and real-time collaboration.

Interaction Manager

Route multi-channel customer interactions to the most appropriate user, service or system.

Management Audit & Reporting

Real-time visualisation of how operations are performing against targets to allow operations, marketers, product line managers and team leads to configure a personalised view of the operations they control.

Run-time configuration

Make modifications to get you up and running as well as make a real difference to operational performance with business tooling designed to allow you to configure users, roles, skills, content, email templates, work queues and case types.

Design-time configuration

A collaborative environment for IT to build and extend the out-of-the-box functionality and manage and deliver your business processes. Highly customisable and driven by user entitlement, the user only sees the most appropriate tools for their needs.

Enterprise Integration

Service enabled architecture and out-of-the-box integration for many common enterprise applications and telephony platforms.

SWORD

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For a complete listing of our products and services please visit our website

www.sword-group.com

Sword Ciboodle Checklist

Proven:

The global leader in customer service solutions

Secure:

Ships with support for Active Directory and LDAP

Scalable:

Supports individual departments to distributed enterprises

Integrated:

Includes certified out-of-the-box integration to Cisco, Genesys, Avaya, SAP, Exchange and more

Service Oriented:

Provides an architecture to leverage your existing assets

Extensible:

Provides real-time and design-time configuration tools

Platform Agnostic:

Interoperates with many hardware and software platforms

Sword Ciboodle Community

Working closely with leading suppliers of specialist capability, Sword Ciboodle offers an extended list of functionality across:

- Campaign Management
- Knowledge Management
- Business Intelligence
- Workforce Management

Benefits

Sword Ciboodle has already proven to:

Treble first contact resolution rate

Save 30% on average handle time

Save 50% on training time

Save over £1.3m in 3 months

Implement a live solution in just 12 weeks