K-Fuze CMS Customer Self Service

K-Fuze CMS provides comprehensive self-service customer care functionality, allowing organizations to set up their entire customer care web portal to provide internal and external customers with self-help ~~suppot~~ support, ticketing, and content management.
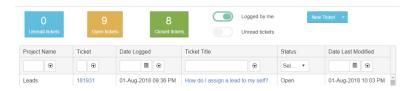
FULL SERVICE

Provide ~~full~~ rich custom care ~~self service~~ self-service functionality to all users and customers.

CONTENT MANAGEMENT

Robust and rich content management providing users with access to FAQ's, multimedia videos, manuals, files, rich content and other ~~self-help~~ self-help materials.

TICKETING

Customers can log and manage their own support tickets, including requests for technical support, customer service, billing, feedback, bugs, defects, and more.

CUSTOMER RELATIONSHIPS

Manage your customer data, relationships, and all interactions using K-Fuze CMS. ~~Fully customize what c~~ Customer data is ~~fully extendable (not sure what this means, extendable)~~ stored to support ~~any~~ all unique

- **Website Management** - Create your entire customer care website using the K-Fuze CMS portal
- **Customer Management** - Manage all users, companies, and clients from within the K-Fuze CMS environment
- **Contact Management** - A complete incident and ticket management solution for all types of customer interactions
- **Content Management** - Organize, manage, and share FAQs, documents, files, multimedia and rich-text content

Customer self-service offers companies a legitimate opportunity to reduce call center costs, often drastically. The cost of a self-service transaction is measured in pennies, while the average cost of a live service interaction (phone, e-mail, or web chat) is more than $7 for a B2C company and more than $13 for a B2B company.   The average cost of a live agent hast risen 38% since 2009! ~~Having your customers find solutions for their own problems by using your K-Fuze CMS portal reduces the~~

~~Customer self service offers companies a legitimate opportunity to reduce your call center costs, often drastically. This will dramatically reduce the number of calls and interactions with your call center or helpdesk, and also reduce live support costs. Not to mention empower your customers to quickly and efficiently solve their own problems for all B2B companies. The average satisfaction and brand loyalty. 38% since 2009! Support this type of their own problems by using your K-Fuze CMS portal reduces the~~

And if K-Fuze CMS does not work exactly the way you want out-of-the-box, then extend it by integrating with external systems using API's, customize functionality, and much more.

Self Service Features and Benefits

K-Fuze CMS is a unique cloud (or on-premise) based Customer Management System (CMS), incorporating website creation & management, customer relationship management, ticket & incident management, and content & knowledge management – all rolled up into one easy-to-use customer care service solution. K-Fuze CMS is ideal for organizations looking for a turnkey customer care solution to satisfy all client interactions for contact centers, customers, and users. K-Fuze CMS is designed for use by both SMB organizations and larger enterprise companies.

Features and Functions

K-Fuze CMS was designed from the ground up to allow companies to empower their customers to support themselves and log service requests. Self-service functionality includes:

- Customers can consume public facing FAQs, glossary, multimedia and videos, files, manuals, etc. Content can be limited to different audiences based upon their role.
- Content can be rated, commented on, shared, and users can opt to follow content threads and receive notifications of any updates or additional comments.
- Rich searching with K-Fuze CMS allows users to easily search and find content.
- Users can view news, alerts, and press releases.
- K-Fuze CMS can be set up to allow customers to log and track any type of interaction, including: feedback, technical support requests, customer care and billing enquiries, reporting of bugs, helpdesk requests, incident management, processing or Return Merchandise Authorizations (RMAs) - and much more…
- K-Fuze CMS can automatically generate tickets based on emails received from customers and has a robust email notification system.

In addition, the same system can be used by a company call center or helpdesk to accept voice, email, and chat requests – with the option for customers to see these requests, too.