


Solution Overview

SUTHERLAND SMARTLEAP[®] HELPTREE

The traditional Knowledge Base (KB) systems are content-heavy and not designed with a 10–15-minute live interaction in mind. Consultants fall back upon Google search or other sources at their disposal, leading to an inconsistent QoS.

Your frontline associates need a system that helps them walk the tight rope between resolution time, efficacy, and CX. The question of massive adoption effort, long timeline, high cost and consultant receptivity makes operational managers skeptical and KB transformation an elephant in the room. HelpTree is built to address these pain points and deliver impact.

SmartLeap[®] HelpTree is an augmented knowledge intelligence platform that delivers context-sensitive, byte-sized information in the form of interactive decision trees. This solution is a KM system that consultants love to use. It helps you provide a consistent QoS, regardless of tenure, geo, query, or language. HelpTree enhances productivity and delivers delightful experiences. It is a win-win-win for consultants, operations, and businesses. Out goes the elephant.

Deliver delightful customer experiences without breaking the bank.



Empower your
Consultants



Smartly Use
Existing Assets



Create Byte
Sized Intelligence



Track KM
Effectiveness



Deliver
Measurable Gains

HelpTree is built for AHA moments - users find it to be intuitive, easy, and effective, resulting in reduced performance delta between tenured agents and newbies.

SmartLeap® HelpTree

HelpTree addresses the entire KM lifecycle. With a ringside view into various KB systems and what adversely impacts its adoption, HelpTree is built to deliver intuitive and fulfilling customer experiences. This platform is an intelligent KB system that support-staff love to use and contribute, enhances productivity, and delivers delightful experiences.



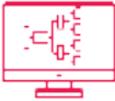
Empower your Consultants

Consultants and customers respond 4x better to byte-sized KB that are context-sensitive and responsive. HelpTree delivers step-by-step intelligence in the form of decision trees helping consultants with the shortest path to resolution. Therefore, you will see visible results in maintaining SLA and improved CX. Empowered consultants lead to happy customers.



Smartly Use Existing Assets

HelpTree has powerful API capabilities to import content from disparate data sources, assimilate content from public domain and CRM systems and link existing KB. It adds a cognitive wrapper on top of your existing assets and makes it instantly effective, with zero duplication. No programming required.



Create Byte Sized Intelligence

No more mile-long articles with HelpTree. Consultants get an interactive, reliable, and easily consumable content during live interactions. Use our cognitive search functionality to get to the right solution. It's easy, simple, effective and created with a live interaction in mind.



Track KM Effectiveness

HelpTree dashboards offer you real-time insights and effectiveness tracking. Drive consumption and improved CX by making informed alterations to content based on reports. With HelpTree, instantly communicate product and service updates to your support staff and update content on-the-go.



Deliver Measurable Gains

CX is at the core of the service industry. Consultant experience is customer experience. 1000s of consultants vouch HelpTree's ability in enhancing CX, resolution scores and process compliance. Since HelpTree can be implemented quickly, operations see measurable gains rapidly giving you a 2x bonus.

The difference between a good customer experience and an exceptional customer experience is your customer support consultant, backed by the right technology and tools to deliver that superior value. SmartLeap® HelpTree delivers from consultant and customer point of view, making your company synonymous with 'customer support experience'.

15000+
Consultants

60+
LOBs

8
Countries

6
Languages

5M+
Transactions/
week

52%
Reduction in
Handling Time

We make digital
human™

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Sutherland is an experience-led digital transformation company. Our mission is to deliver exceptionally designed and engineered experiences for our customers and employees. For over 35 years, we have cared for our clients' customers, delivering measurable results and accelerating growth. Our proprietary, AI-based products and platforms are built using robust IP and automation. We are a team of global professionals, operationally effective, culturally meshed, and committed to our clients and to one another. We call it One Sutherland.