



Dynamic FAQs Solution

DigiDesk's integrated FAQs software provides advanced online self-service and contact deflection options.

Dynamic FAQs Tab

Customers no longer need to leave the page to receive relevant, instant answers to their questions. DigiDesk's AI understands what the customer is looking for help with and presents a list of the most relevant help articles.

Smart Search Engine

An intelligent search function is available, based on (partial) keywords, with phonetic matching and managed plurals / extensions. The returned results can then be prioritised based on tags, titles, content and keywords.

Integrated Agent Routing

If the dynamic FAQs are not able to resolve the query, users can be directed into DigiDesk via Voice, Email, Chat and other digital messaging channels. The FAQs 'journey' is presented to the agent on answer.

Intelligent Self Service

DigiDesk AI can predict user queries based on contextually mapping web page content. Website visitors are then presented with a list of relevant help articles, without ever having to leave their current page.

Self Learning AI

DigiDesk has self-learning capabilities, designed to help improve the help articles that are presented to users by referencing the volume of page views and article ratings. It can also help fill 'gaps' by reporting missed search terms.

Real-Time Insight

DigiDesk has a range of real-time widgets and reports, showing the number of visitors, which articles are being viewed, customer-driven article ratings and the search terms being entered, with advanced text analytics.

"We display Live wallboards within the contact centre and at the clients' offices, tracking agent performance and displaying verbatim feedback from customers. I would highly recommend working with DigiDesk's innovative and dynamic team!"

DAN WEST // COMDATA