**eGain® Case Manager™**

Efficiently and effectively record, categorize, prioritize, track, resolve, and analyze customer interactions

**eGain Case Manager**™ is a case management solution that helps companies provide quick, high-quality, and cost-efficient resolution of customer issues across traditional and emerging interaction channels. It is one of the many innovative customer interaction products in eGain, the industry's top-rated customer engagement software suite, which helps businesses transform their traditional call centers into multichannel customer engagement hubs.

eGain Case Manager will enable you to provide consistently effective interactions across social, web, contact center, and mobile channels. The result? Healthy, profitable, and long-lasting relationships with your customers!

**Streamline and automate service processes**

Service process automation is key to driving operating efficiency in your contact center. eGain Case Manager leverages the power of eGain Customer Engagement Platform™ (eGain Platform™) to help streamline and automate processes. Using the visual workflow designer, you can set up pre-routing, handling, and post-routing business rules to drive consistency and efficiency through your contact centers.

**Effectively categorize interactions**

Categories and resolution codes are assigned automatically as well as manually. Effective classification helps deliver valuable customer feedback and service trends to your product and marketing team.

**Make agents more productive**

Agent costs, typically, account for over 50% of contact center expenses. Increase agent productivity through a unified agent desktop that eliminates the need to switch applications and improves access to information.

Agents have access to:

- Complete customer information, including interactions through other channels
- The common knowledge base
- Subject matter experts through collaboration tools
- Multimedia interaction tools such as chat and web cobrowsing to help customers
- Auto-summarization and note-taking facilities

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eGain’s recent announcement of an intelligent search platform… has given it best of breed status within knowledge management, incident tracking, multichannel management, and enterprise search. - Technology Services Industry Association (TSIA)
Resolve issues quickly

eGain Case Manager offers the industry’s most comprehensive knowledge management tools for resolving cases:

- Agents, across channels, have one-click access to eGain Knowledge Base.
- Agents can find information through FAQ lists, browsing, searching, and guided help (supported by eGain’s pioneering reasoning engine).
- Agents can also contribute to the knowledge base.

Monitor and track every call

Priorities and SLAs are assigned automatically, and alarms are triggered when SLAs are likely to be missed. In addition, managers and supervisors can:

- Use real-time monitors to oversee queues or agents.
- Check the audit trail of interactions to ensure correct handling.
- Run reports to analyze call volumes, SLAs, agent productivity, knowledge base usage, and query trends.

Integrate multichannel customer communications

eGain Case Manager is one of the many modular applications in eGain, which helps businesses set up multichannel customer engagement hubs. Use other eGain products to enable escalations to and from self-service, live chat, email, and social interactions.