Providing multichannel end user support to help enhance satisfaction and productivity

IBM End User Support Services – self enablement portal

**Highlights**

- **Boosts productivity for a global workforce with 24x7, multichannel end user support**
- **Delivers quick, accurate results with natural language search functionality**
- **Enhances support efficiency with proactive identification of top issues through electronic collection of end user activity data**

**Seeking a self-service support solution that empowers users**

Many IT support organizations are serving an increasingly global and mobile workforce that is dependent on not only hardware and software from multiple vendors but also more complex devices. And while many companies are turning to online self-service technologies to meet the growing demand for around-the-clock support, end users haven’t been pleased with these solutions. As they struggle to find the answers to their problems, they continue to call the help desk, making it difficult for organizations to realize the cost benefits of their self-support investments.

IBM End User Services – self enablement portal is designed to empower your users with comprehensive, multichannel support delivered via a single easy-to-use interface. Featuring a personalized, Web-based user environment available in multiple languages 24x7, a leading-edge knowledgebase, intelligent data collection of end user activity, and intuitive, natural language search capabilities, self enablement portal from IBM can help reduce your employees’ reliance on help desk support—and ultimately, help you reduce your support costs while increasing employee satisfaction and productivity.

**Enhancing productivity of a widespread workforce with comprehensive, multichannel support**

For your mobile, geographically dispersed workforce to remain productive, you need to offer consistent, around-the-clock IT support, accessible no matter where they are. Self enablement portal from IBM seamlessly integrates multiple channels—including intuitive search, chat and remote takeover functionality—to deliver comprehensive support from a simple, user-tested interface. Hosted by IBM and accessible to end users via their Web browsers, self enablement portal provides multilingual, security-rich capabilities 24x7. This solution can help your
employees resolve their issues more quickly, enabling them as well as your IT staff to focus on their business-critical tasks.

**Offering exceptional search functionality for more accurate results**
A common complaint of self-service users is that the search is difficult to use. They are unsure of what keywords will render the results they seek and ultimately find themselves scanning a confusing results list. With self enablement portal, your employees don’t have to type in a perfect query to get the help they need. Natural language, multilingual search capabilities enable the tool to provide more accurate, useful results based on plain or “natural” user syntax. And with a type-ahead feature, users can review suggestions for search phrases, further helping them to pinpoint the correct search term.

**Improving support efficiency with intelligent data collection to proactively identify common issues**
Self enablement portal from IBM electronically collects information on end users’ activity within the portal, chats, and service tickets to identify the most common support issues. Based on this data, key content is refreshed to help ensure that proactive solutions to end users’ problems are highlighted and accessible with minimal searching.

Data from end users’ equipment is also collected, eliminating the need to gather information every time they submit a problem.

Your employees can also access an extensive knowledgebase, which is maintained by proven content management systems and incorporates the latest solutions found through customer groups or the help desk as well as common off the shelf (COTS) knowledge. Such resources can expedite the resolution of an issue.

**Why IBM?**
The comprehensive suite of capabilities offered by self enablement portal from IBM are virtually unmatched by any competitive offering. This integrated, end-to-end solution combines our record of service expertise and global reach with our latest technology developments for portal management, routing, search, data mining, performance reporting, chat and remote takeover to provide your end users with a positive, productive self-service support experience.

**For more information**
To learn more about IBM End User Services – self enablement portal, please contact your IBM representative, or visit: ibm.com/services/enduser