Providing an exceptional customer experience, through all channels, is the new Knowledge Management mandate.

Get it right, you gain customers and increase profitability.

Get it wrong and your frustrated customers will look for another option.

Panviva helps companies provide exceptional customer experiences by delivering real-time intelligent information to your customers when and where they need it most...

...within seconds – whether they are stranded by the roadside, paying their bills, getting a prescription or scheduling a doctor’s appointment.

Panviva empowers your organization’s entire knowledge ecosystem so you can respond to your customers with consistent, relevant and accurate answers anywhere, anytime -- improving response time and increasing operational efficiencies.

Panviva’s exceptional results

**Call centers**

- First call resolution up **20%**
- Average handling time down **25%**
- 40% reduction in agent failure
- Escalations down **75%**
- 50% reduction in call escalation staff

**Operations**

- Back office error rates down **80%**
- Productivity up **60%**
- Search times decreased **94%**

**Training**

- Training requirements reduced **60%**
- Time to competence reduced **66%**

“In the first 30 days after implementing Panviva, our average handle time lowered by 9% and within 90 days we reduced our average handle time by 16%. Our training classes went from about eight weeks to four, which we have now further reduced to three weeks”

Angela Simpson, Director of Patient Contact Center, Carle Foundation Hospital
As knowledge management becomes knowledge intelligence, Panviva is there for you. The Panviva user experience begins with what we call the Guide on the Side. Panviva was designed from the ground up for high performing organizations that want to provide instantaneous customer response. That begins with enhanced user productivity.

One Place for Everything.
Panviva's centralized knowledgebase eliminates time-wasting, fruitless searches. Because all of your organizational knowledge is stored in one place, it is always accurate, current and reliable. With Panviva's centralized knowledgebase, you finally have that single source of truth you can count on.

Keep up with the relentless pace of change.
It's easy for non-technical administrators and content authors to update your knowledgebase. As a result, your organization is more nimble and adaptive to changing products, software and marketing initiatives.

Panviva’s Knowledge Cloud provides the ultimate customer experience with:

- **Consistent, relevant knowledge across the Omnichannel on-demand**
- **The most relevant knowledge at the exact moment of need**
- **Coverage for your entire digital landscape (IVRs, humans, bots)**
- **Answers at the speed of business - split second response times**
- **Break down content, governance and system silos**
- **High employee productivity**

We designed the Guide on the Side for:

- **Usability.** The Guide is always available but never in the way.
- **Access.** Easy to read icons enable faster response.
- **Workflow.** A busy knowledge worker can see everything at a glance to easily follow correct policies and procedures.
- **Compliance.** The Guide takes users step-by-step through approved workflows, assuring compliance with best practices and regulations.

**Most of all, we designed it so that you can find everything in three clicks or less. [Download Panviva Datasheet](#)**
Our Proven Process and Technology Transforms Yours

Notifications
Alert your employees instantly when policy, product or process changes. Track and record who is up to date and ready to help your customers. Reduce email overload and excessive briefing sessions.

Targeted information
Limit what your employees see based on their role. Help them get the right answer quickly and stop information overload!

Authoring
Allow your business experts to easily manage and update content in real time with the simple, WYSIWYG authoring tools. No more IT requests to update information!

Layered content
Reduce reading time and support all your employee’s needs regardless of tenure or competency. Layer content within your documents using special design features. Stop the endless scrolling to find the snippet of information they need!

Navigation
Avoid a single point of search failure, let your employees find the right answer every time via;

- **Powerful search** – find answers fast with predictive and saved search options
- **Folder structure** – click through topics
- **Quick Links** – visual navigation for interactive information
- **Favorites** – save most used documents, for one-click click access

Feedback
Rate and submit comments on documents using the feedback functions. Encourage engagement and keep your content up to date. Increase your employee’s confidence in the information they are telling your customers.

Workflow
 Seamlessly manage updates to content across your business with built in workflows and audit trails. Allow the experts to review and approve content before it is published. Schedule audit cycles and champion compliance in your business.

Analytics
Capture insights and continuous improvement opportunities with the dynamic analytics engine. Get real time reporting about employees, access and search terms. Use data to drive change and increase your employee engagement and customer experience.

“All of the Panviva benefits go directly to cost savings and to competitive advantage. We can do more with less and our customers are receiving superior service.”

Peggy Kidd
Quality Assurance Manager, AvMed
Panviva makes the Omnichannel work for you.
People want to reach you whenever they want, from wherever they are, and however they like to communicate. That means a consistent, relevant experience everywhere, every time. The Panviva Knowledge Cloud eliminates the data silos that fragment user experience while providing accurate, consistent answers regardless of device, location or connection point. Panviva powers the Omnichannel the way it was meant to be.

“We chose Panviva to move our content into the future and away from our fragmented past.”
Heather Morrow Senior Business Analyst, GM Financial

Our most recent product innovations include:

**APIs** - accelerate digital transformation with the powerful integration of cloud computing and business APIs that are designed to create business efficiencies. Make your chatbots smarter, add power to your IVR or serve up targeted FAQs on your customer website with Panviva. Learn more

**Advanced Feedback** – increase your continuous improvement opportunities by identifying process, policy and customer service failures across your organisation. This advanced feedback functionality allows you to capture, amend and report on knowledge gaps. Create a culture of knowledge sharing and allow everyone to contribute to improving your organization’s customer experience.

**Digital Orchestrator** – keep your promise of omnichannel to your customers. Digital Orchestrator has been designed to join the digital dots of your organization. Through a central repository you can create, curate and deliver a consistent message to your customers; regardless of channel or device. Learn more

Want to learn more? Click on an option below!

View Panviva Datasheet  Watch Product Video  Improve your CX Now  Read Case Studies