



# iService<sup>®</sup>

## Customer Interaction Suite

### Key Features

Deliver fast, accurate responses to every email and chat.

Provide a self-help knowledge base on your website to reduce cost and increase customer satisfaction.

Use skills-based routing of emails and chats to decrease resolution time by getting interactions to the right person.

Use single-click response templates to increase agent productivity and response accuracy.

Ensure all interactions are archived and integrated with contact history.

Leverage interaction history to provide quality assurance.

Use agent created tickets to ensure customer issues are handled promptly.

Use customizable contact records that provide the exact view of your customers you want to see.



### Enterprise Email Management and More

iService provides an integrated solution for managing all of your customer interactions. It provides a completely web-based interface, routes emails and chats, automatically responds to customer email, provides a simple but powerful knowledge base, and includes a complete contact management interface.



### OnDemand (SaaS) or OnPremise: You Decide

Get the power of iService today without burdening your IT organization. iService OnDemand provides a hosted system for all of your email response and eCRM needs with complete access to all aspects of the application. We handle system administration, maintenance, and upgrades within a fully-secure IT infrastructure.

If you'd prefer to operate the system in-house, you'll find the installation process quick and easy with professional services from our experienced team. Take advantage of our hosted, no-risk, free trial, and we'll even provide your database ready for installation if you purchase a license.

## What Our Customers Are Saying

"I would recommend iService to any organization looking for a reliable, cost effective, yet feature-rich email response solution."

*Roy Evans, VP and Co-Founder  
National League of Poker*

"I have to tell you guys ... thank you from the bottom of my heart. Without your help I would have been unable to get our email management system launched."

*Daisel Brown, Hancock Bank*

"We believe iService® can play a significant role in helping communications companies provide the highest levels of customer care in an increasingly competitive environment while leveraging the communication channel that is most expedient to the customer."

*Jeff Wingo, President  
ICG*



*For more information, please contact us at 217-398-6245 x101 or you can email [sales@1to1service.com](mailto:sales@1to1service.com).*

## Designed FOR Contact Centers

You have tools in place to manage inbound phone calls and to consistently get your caller to the right person at the right time. However, when email enters the mix, most contact centers face new challenges. Solutions are usually implemented in the following stages.

**Shared Mailbox (worst)** — If your agents share access to a mailbox, you lose accountability and have no tools for managing your email response process.

**Help Desk Solutions (better)** — Often, a help desk type of solution is implemented to try and put structure around the incoming messages. This helps initially, but manually assigning messages is not efficient and help desk products aren't designed for email response management.

**iService with ACD Routing and Contact Management (best)** — The best solution is iService with skills-based routing for email, a customizable view of contacts, integrated ticket system, complete interaction history, and an easy to manage self-help knowledgebase. iService will help you streamline all of your interactions and manage larger workloads.

## A Sixteen Year Veteran

One-to-One Service.com has been providing customer interaction solutions since 1997. As a veteran in our industry, we understand the unique needs that come with supporting customers across multiple communication channels. Our iService® customer interaction solution routes and manages customer email inquiries, provides a powerful self-help web site, and captures a complete history of every customer interaction.



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