



Cognitive routing to deliver faster, more cost-effective support



Sainapse autonomously identifies the level a customer is best served at – Self-help, Tier-1, or Escalated Support and routes appropriately – leading to faster resolution.

Status Quo

Tiered support is a pyramid of staffing levels and costs, where level 1 support is the base of the pyramid, and SMEs are at the top. Each enterprise wants to resolve as many issues at the lowest tier of support. Routing issues that can be solved at lower tiers significantly increases costs.

Conversely, not routing issues rapidly to elevated support tiers when required increases resolution time and increases number of handoffs for the customer, leading to degraded customer satisfaction.

Bridging the Gaps

Support processes need to be designed to rapidly identify appropriate tier of support required for a particular type of query to be resolved, and to autonomously route the query to that level – be it self-help, tier 1 support or escalated support.

This decision is based on several factors, including availability of standard resolutions, authorization to take relevant action and the skill levels required to apply available resolutions.

The Sainapse Edge

Sainapse's patented Multi-Label Multi-Class algorithm ingests all interactions to identify the topic and tone of the query and uses this information to route it directly to the right resolver group.

Sainapse delivers first-time-right resolutions by taking a customer seamlessly from self-help to assisted support or autonomously routing issue without them feeling like they wasted time.

What it means for you

- Reduce cost of support by utilizing intelligent routing and escalations
- Eliminate knowledge gap between agents and centralize your enterprise knowledge
- Turbocharge CX by ensuring first-time-right answers, every time

All product names, logos, and brands are property of their respective owners. All company, product and service names used in this website are for identification purposes only. Use of these names, logos, and brands does not imply endorsement.