

InQaira On Demand

Get smarter. Be more productive. Get the best value without having to compromise.

InQaira On Demand Benefits

Accelerate Business Results

Leverage a scalable on demand solution to support business growth.

Improve Financial Control

Predict costs and lower capital expenditures with subscription-based pricing and infrastructure management by InQaira On Demand.

Focus on Your Business

Reap the benefits of a private cloud solution hosted and managed in a state-of-the-art data center.

Gain Deployment Flexibility

Prebuilt CRM integrations and flexible Web services help you integrate your business processes, provide smarter CRM, and grow as you need.

Flexibility, predictable cost, enterprise-level reliability. When it comes to making investments in new business solutions, these are the benefits every company seeks. That's why InQaira now offers InQaira On Demand. A Software-as-a-Service (SaaS) solution, InQaira On Demand delivers the flexibility and lower total cost of ownership you need to rapidly achieve the benefits of InQaira solutions for Web self service and the contact center.

InQaira On Demand is an enterprise cloud solution, which provides enterprise-grade scalability, security, and reliability. With InQaira On Demand, application administration, hosting, monitoring, and software updates are taken care of for you. You are free to focus on your business—not your technical operations.

- Improve your bottom line—Achieve a lower total cost of ownership with predictable subscription-based pricing and InQaira On Demand managing your InQaira applications and infrastructure.
- Upgrade on your schedule—Unlike typical public cloud offerings that require you to upgrade on their schedule, InQaira On Demand's private cloud lets you upgrade when it suits your business.
- Expand whenever you need—InQaira On Demand offers a scalable service model, making it easier to support business growth around the world and respond to spikes in volume, without missing a beat.
- Reap the greatest benefit from InQaira solutions—Leverage InQaira's deployment expertise, search optimization services, and proven best practices to optimize your implementation.

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InQaira solutions for Web self service and the contact center have delivered proven value to global companies, helping them to improve the customer experience, reduce call volume and resolution time, and generate higher revenue. These solutions offer a seamless approach to providing a great customer experience by fully integrating customer self service, communities, and the call center. With InQaira Web Self Service On Demand and InQaira Contact Center On Demand, you can achieve similar results—all while benefitting from the flexibility and cost effectiveness of InQaira's cloud solution.

InQira Web Self-Service On Demand—Top Features

Powerful Search

Natural language processing and intent-based search help customers quickly find the answers they need.

Intelligent Navigation

Answer collections allow customers the flexibility to navigate and choose the area that works best for them.

Right Channeling

Intent-based rules can initiate live agent interactions when the opportunity is right or email a specialist if a certain skill or person is needed.

Community Intelligence

Information from community forums is leveraged in all self-service search results.

Knowledge Incubators

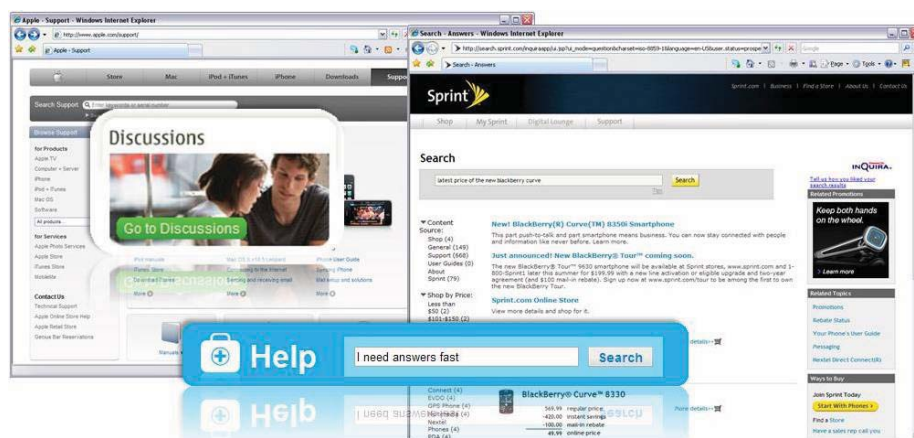
Collective intelligence is easily transformed into reusable knowledge with seamless workflow and publishing capabilities.

InQira Web Self Service On Demand

The Smart Answer to All Your Customers Questions

All day, every day—InQira Web Self Service On Demand is delivering the answers your customers need. Unlike typical self-service solutions that merely “parse the words”, InQira understands the true intent of each customer’s question to match the best possible answer to the inquiry.

InQira’s search capabilities are ranked best-in-class by industry analysts for some very good reasons. Context-driven search, automated smart assistance throughout the inquiry process, and integrated social networking capabilities empower customers to rapidly find the right answer. The result is higher self-service adoption, fewer calls, increased satisfaction, and exceptional customer experiences.



- Superior Answer Accuracy—Context-driven search leverages real-time data and Web site location to understand the customer’s intent and deliver the most relevant answer.
- Intentional Delivery of Answers—Automated intelligence tailors the response to each customer and inquiry for a personalized experience.
- Social Business Networking—Social networking integration expands knowledge resources by incorporating forums, expert location, and the ability to provide feedback about the search experience.
- Continuous Improvement—Comprehensive analytics help you identify where customers are succeeding or failing to facilitate on-going refinement and accurately measure self service against key performance indicators.

InQira Contact Center On Demand—Top Features

Integrated Knowledge

One-click access to relevant information in a single integrated desktop simplify the answer process.

Search in Context

Natural language processing and intent-based search instantly pinpoint relevant answers.

Automated Guidance

Wizards step agents through a line of questions to increase proficiency and cut training time.

Smart Excerpts

Search terms and concepts are highlighted and displayed as intelligent summaries to maximize efficiency.

Service Transcripts

Transcripts with links to online knowledge can be sent to customers to promote self-service use and deflect future calls.

InQira Contact Center On Demand

The Right Answer for Smart Contact Center Service

Exceed your customers' expectations with InQira Contact Center On Demand. This comprehensive solution for agent intelligence is fully integrated into your agent desktop so that you can turn every agent into your best agent.

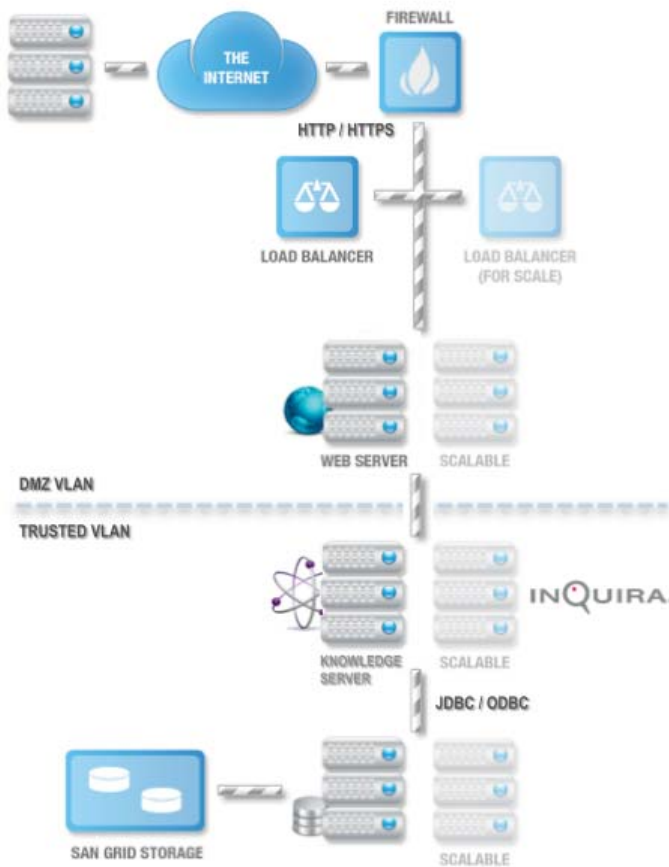
InQira for Contact Centers On Demand uses contextual information to evaluate each inquiry, understand its true intent, and rapidly find the best possible answer. The result is an exceptional service experience that eliminates costly research time, increases first-contact accuracy, improves agent productivity—and exceeds customer expectations.



- Streamlined Agent Interactions—Context-driven search, combined with InQira's unique natural language processing and intent-based discovery, immediately find the most relevant answer to minimize agent research time.
- Superior Delivery of Answers—One-click integration offers both the essential answers agents need and embeds relevant knowledge directly into your customer-facing applications.
- Enterprise-Wide Collaboration—Interactive forums and one-click access to subject matter experts, feedback, contributions, and social reputation ratings empower agents to share ideas, contribute expertise, and tap into the social network of enterprise knowledge.
- Continuous Improvement—In-depth analytics offer extensive insight into the effectiveness of each interaction to identify content gaps and trends, improve agent productivity, and enhance the customer experience.

InQira On Demand— Enterprise-Grade Infrastructure

Reliable, Scalable, and Secure Architecture Designed for Enterprise Support



State-of-the-Art Data Center

- Meets and/or exceeds Tier III standards as defined by the Uptime Institute
- Software upgrades on your schedule
- Best-in-class physical and network security with excellent redundancy, scalability, and reliability
- Hybrid managed services environment leveraging virtual middle tier with dedicated physical database
- Industry standard technology, production, and sandbox environments

Enterprise Compliance

- SAS 70, Type II certification
- Dedicated VLAN for virtual private cloud
- Access controls
- Audit log reporting by user and department of all actions affecting environment
- Detailed usage reporting by asset

Enterprise Support

- 24x7x365 support via Web, email, and phone
- Online community and forums
- Ticketing and status tracking



851 Traeger Avenue, Suite 125
San Bruno, CA 94066

T: 650-246-5000

F: 650-246-5036

www.inqira.com

Connecting People with Answers

InQira On Demand is a key delivery option for InQira's comprehensive solutions for Web self service, contact centers, and knowledge applications. These solutions are built on the InQira Q8 Platform, which offers unique language processing and behavioral insight to transform the way visitors, customers, staff, and partners interact with your business.