

Delivering Trusted Answers in the Digital Age: eGain's AI knowledge framework for government

Anthony Gray
Vice-President, EMEA, eGain

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A glowing yellow ring is positioned in the center of a snowy mountain landscape. The background features a teal aurora borealis in a starry night sky. The overall scene is dark and atmospheric.

easy with eGain 

Who we are

We are a profitable, public SaaS company with HQ in Sunnyvale, CA

We help clients

reduce cost of service by

45%

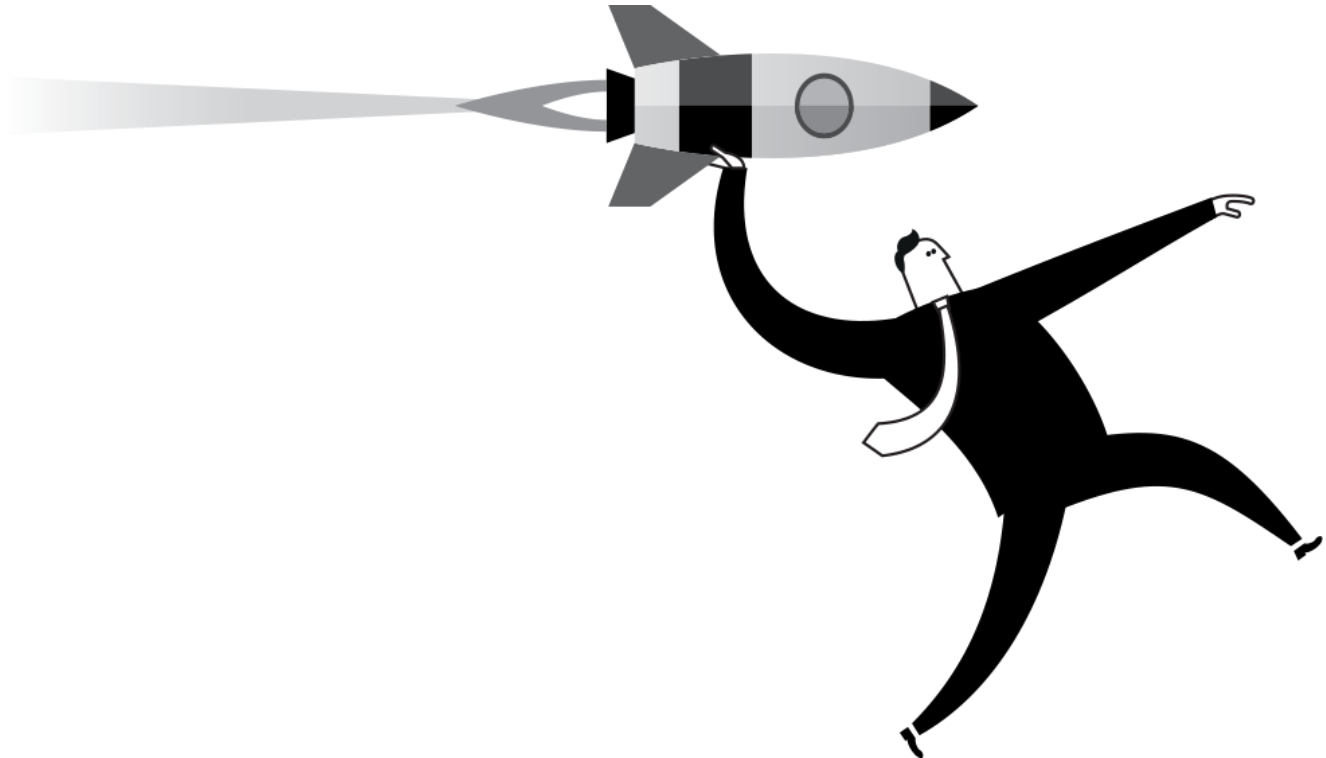
improve NPS by

20+ points



We serve hundreds of global enterprises from our offices in US, UK, Germany and India

We are the **#1 AI Knowledge Platform for Service**



#1 AI Knowledge Platform

Gartner[®]

#1

Knowledge Management
Digital Engagement
Composable Architecture

— —
Gartner Critical Capabilities Report on
Customer Engagement, 2023

FORRESTER[®]

#1

Current Product Offering

— —
Forrester New Wave Report on Digital-
first Customer Service

Gartner[®]

#1

Peer Insights
Customer Review



**Running AI or Knowledge project
in the next 12 months?**

Gen AI will fail to meet expectations

“By 2025, **100%** of generative AI virtual customer assistant and virtual agent assistant projects that **lack integration to modern knowledge management systems will fail** to meet their customer experience and operational **cost-reduction goals.**”

Gartner

Market Guide For Customer Service Knowledge Management Systems
10th June 2024

The problem

Businesses worldwide spend \$1.5 trillion annually on customer service*

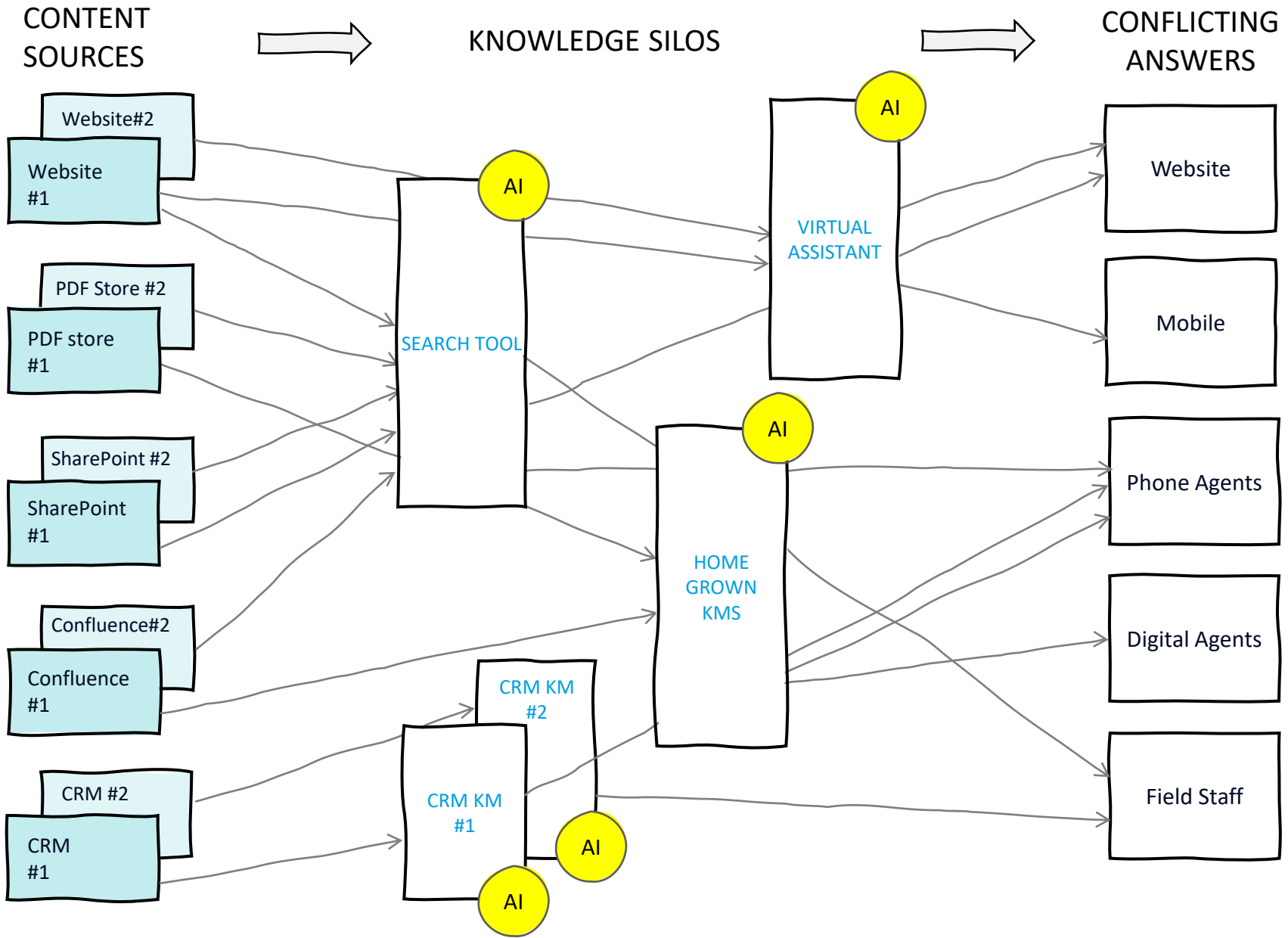
- 1 Financial challenge

Businesses must reduce costs to expand profitability
- 2 Operational challenge

Lack of trusted answers leads to ineffective customer self-service and poor agent performance
- 3 Technology challenge

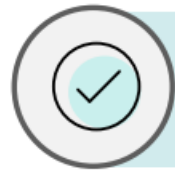
Knowledge systems cannot deliver trusted answers because content is in silos and knowledge creation and curation is expensive.

*McKinsey Digital Report, June 2023



The solution

AI Knowledge will revolutionize the entire customer service function



Technology Solution

AI Knowledge delivers trusted answers to customers and agents by automating the creation and curation of knowledge.



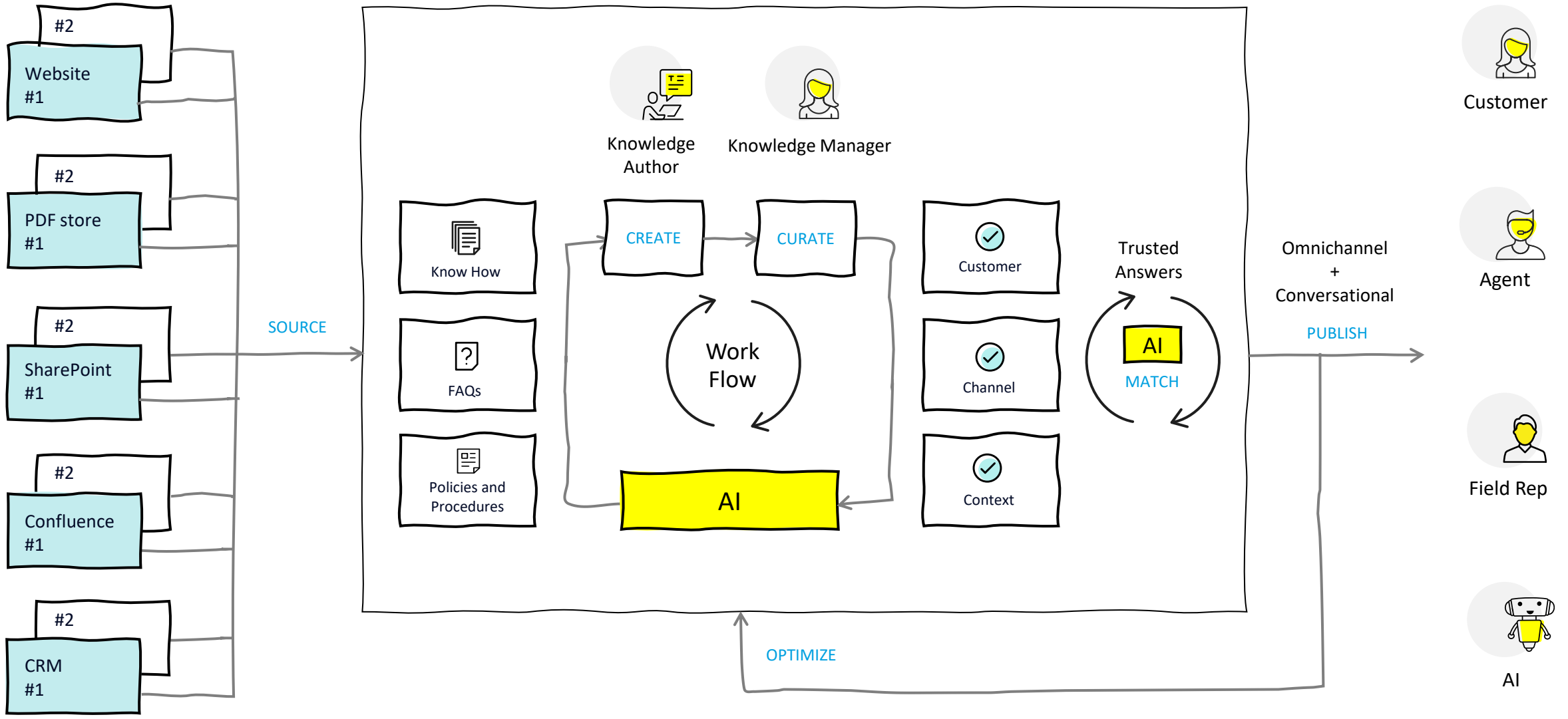
Operational Impact

Trusted answers lead to increased customer self-service and all agents can effectively resolve all contacts

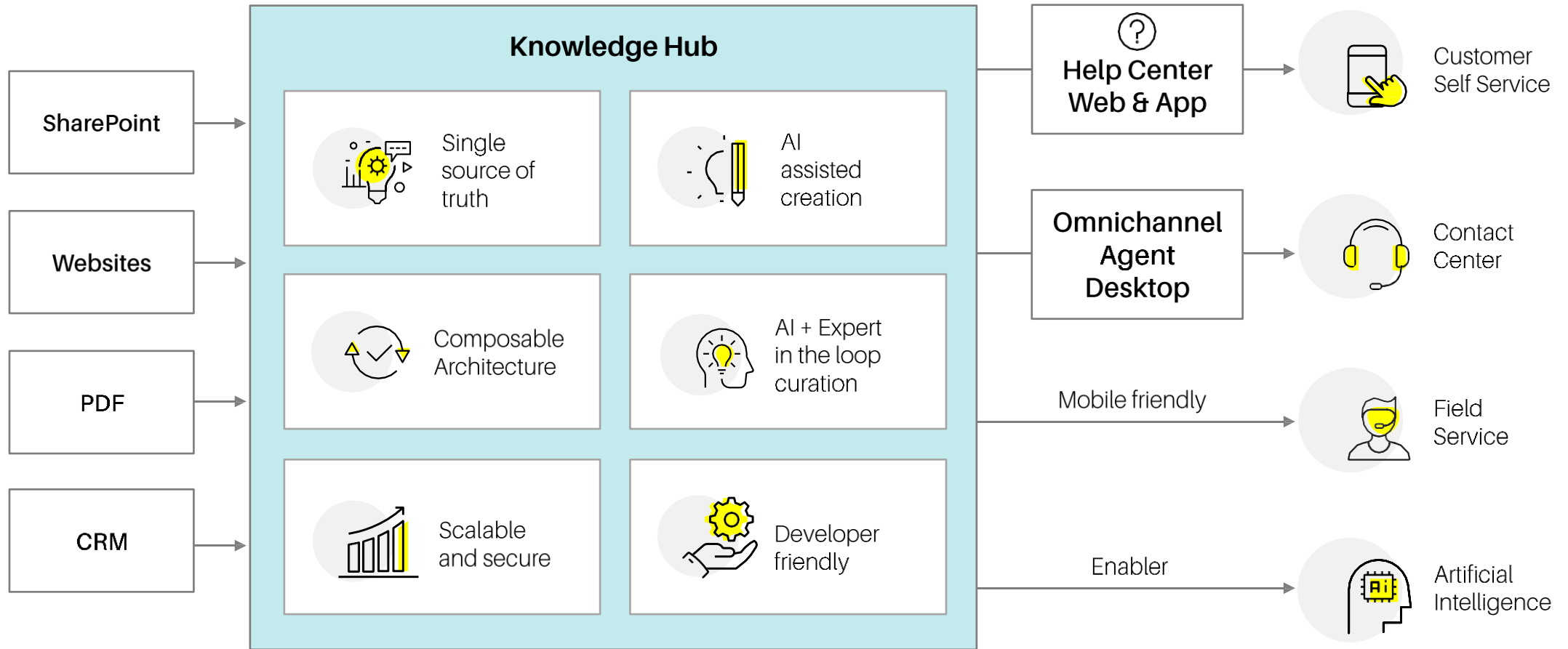


Financial Outcome

\$460 billion in potential cost savings annually



eGain Knowledge Hub delivers trusted answers to customers and agents using AI



AI Knowledge delivered in all channels

The screenshot displays the EIGHT COUNCIL website interface. At the top, the logo and navigation menu are visible. A search bar contains the query "how do i make payment". Below the search bar, a dropdown menu lists several articles related to council tax payments, including "Post office | How to pay your council tax", "Pay by phone | How to pay my council tax", and "Make a one-off online payment | How to p...". The main content area features an announcement about waste collection services and a section for council tax payments, dated September 18, 2024. The page is organized into sections for Council Tax, Housing, and Waste and Recycling, each with a list of related topics and articles.

EIGHT COUNCIL

All Topics ▾ how do i make payment| 🔍

ANNOUNCEMENTS

How our waste collection services work

How household waste works - blue bin supply official branded Borough Council bags each year for every household to their household waste. No other bag will be emptied. If you live in a flat and communal bin - you use your own bag

[Read More](#)

How to pay my council tax

SEPTEMBER 18, 2024

Council Tax

- Council tax payments
- Discounts and exemptions

Housing

- Housing needs
- Private Housing
- Paying rent
- Tenant Services

Waste and Recycling

- How our waste collection services work
- Check your bin collection day
- Report a missed bin collection
- Garden waste

2 TOPICS

RECENTLY UPDATED

- Tenancy agreement
- Housing complaints

4 TOPICS

3 TOPICS | 3 ARTICLES

AssistGPT Transforms Content Creation

The screenshot displays the KNOWLEDGE easy with eGain interface. The top navigation bar includes the logo, a search icon, the department name 'Pre-Sales - Government', a '+ Article' button, and language settings 'KB: English (US)'. The main content area shows a list of articles under the heading 'Articles'. A specific article titled 'A New Article Home Energy Saving' is selected, and its editor is open. The editor features a rich text toolbar with various formatting options. A modal window titled 'AssistGPT' is overlaid on the editor, providing a list of AI-powered actions:

- Generate Title
- Change Tone
- Generate Summary
- Improve Article
- Convert Text to Table
- Convert Table to Text
- Generate Meta Description
- Write an Article
- Generate Keywords
- Write an article- DCI
- 3 - ACME: Terminology Checker
- 4 - ACME: Check for Article Design Compliance
- 5 - ACME: Text Format Checker
- 6 - ACME: Bulleted List (Informational Article)
- 6 - ACME: Numbered List (How To Article)

The interface also shows a sidebar with navigation options like 'My Work', 'Quick Access Lists', 'Articles', 'Case Bases', 'Article Types', 'Compliance Policies', 'Workflows', 'Topics', and 'Portals'. The bottom of the screen includes a page indicator '1 of 1' and an 'Auto Save' toggle.

When our customers succeed, we succeed

Gartner
Peer Insights



4.9/5

in last 12 months

“Powerful Knowledge Management application.”

\$6B Telco Provider

“Brings us closer to our goal of operational excellence.”

\$48B Insurance Carrier

“Solid go-to solution for Knowledge Management.”

\$2B Software Provider

“Easy to work with, lots of options, and a great partner rather than just another vendor”

\$3B Utility Company

Premier Telecommunications network in the UK



27.5M

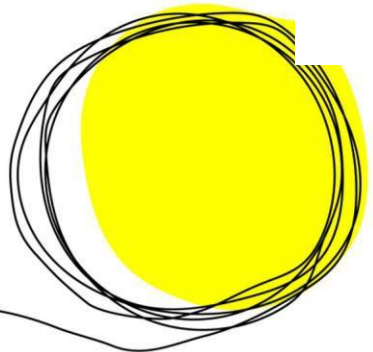
Subscribers

3.5M

Contacts every month

600

Retail stores



easy with eGain 

Results



Agent Training time

43% reduction

Speed to Competency

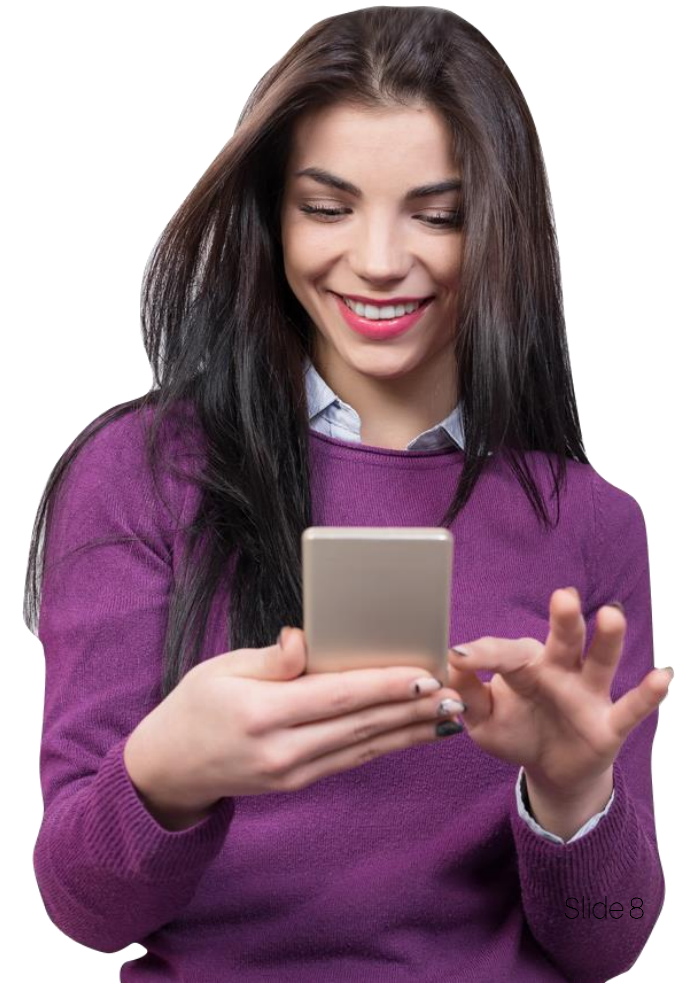
2x faster

FCR

37% improvement

NPS

25 points improvement

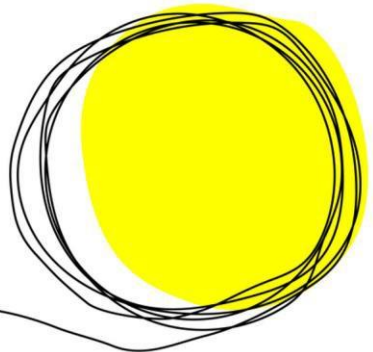


Government Health Care Agency



VA

U.S. Department
of Veterans Affairs



easy with eGain 

19m

Veterans and family
members

1200

Health Care Facilities

171

VA Medical Centres

128,000

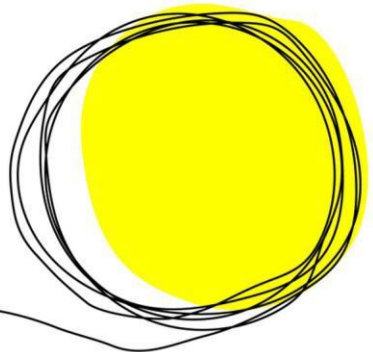
Knowledge Users (90K Agents)

Results



VA

U.S. Department
of Veterans Affairs



easy with eGain 

25M

Interactions per month

33%

Improvement in CSAT

30%

Reduction in service costs



Slash knowledge build time and cost with eGain



European Energy Company

5X
Faster Knowledge Base
build using AssistGPT

6X
Reduction in “failure to
find answer”

Client Success

Challenge

Tools could not address
evolving customer inquiries

Lack of trust in knowledge
answers, hence poor use

Poor agent experience & CSAT

Worsening handle and hold
times

Knowledge Hub

How we are solving it

Gen AI powered
process to create
knowledge base
starting with call
transcripts

SME & Knowledge
Consultants
collaborated to
deploy knowledge
quickly and safely

Analytics for
Knowledge usage
and agent
performance to
optimize quality

Improved Agent
Experience with
easily accessible,
relevant knowledge

Intelligent content
authoring to boost
findability and use

Contextualized
Knowledge to
deliver to agent
needs in the
moment of truth



Crown
Commercial
Service
Supplier

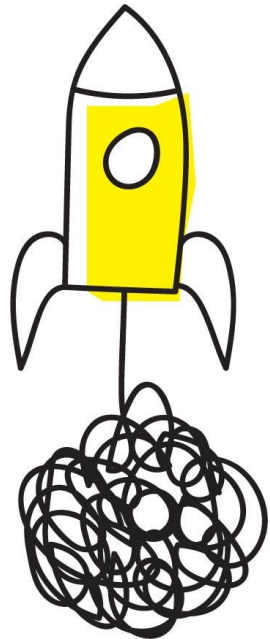


HM Government
G-Cloud
Supplier

De-risk your vendor selection process

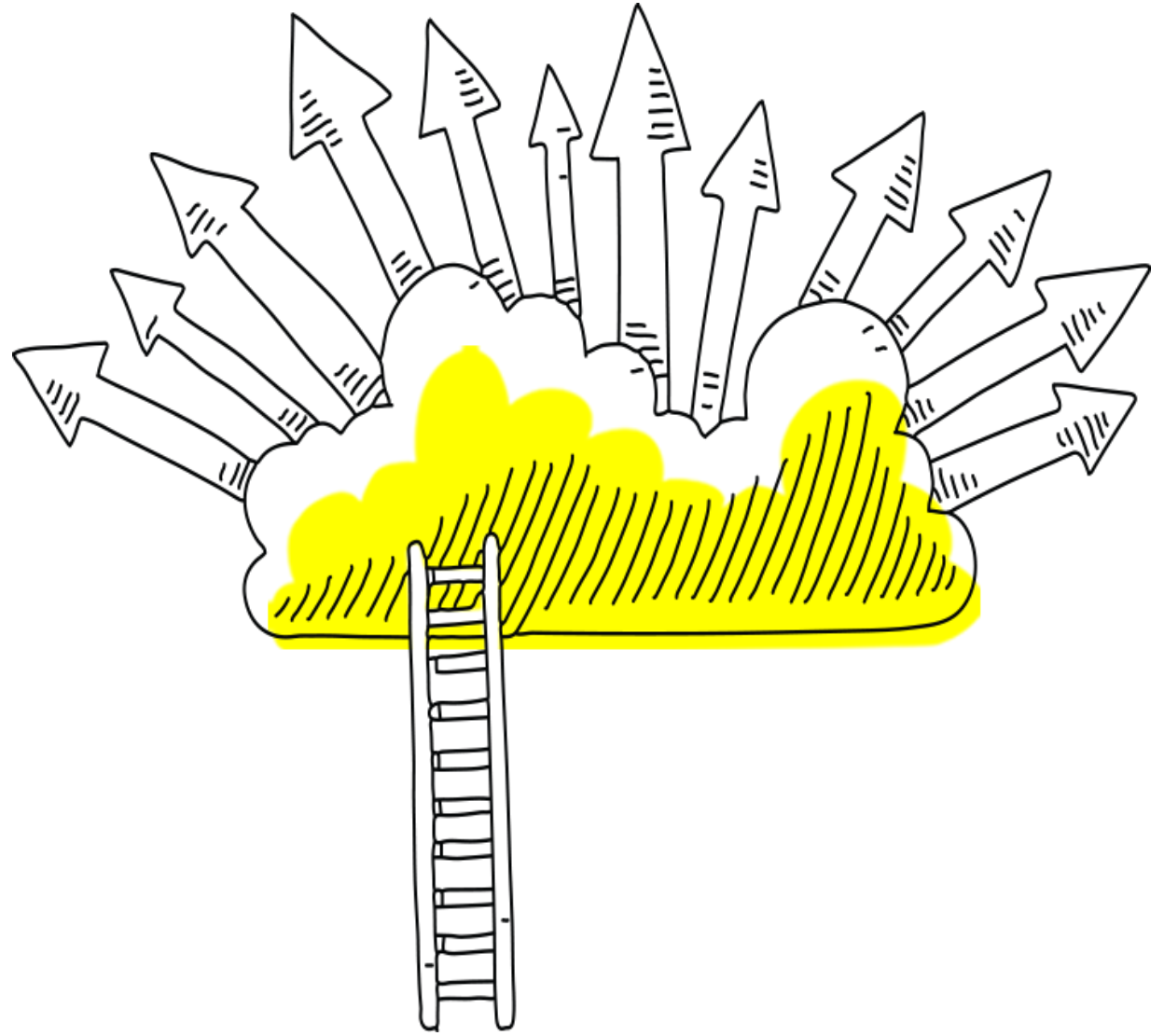
eGain Innovation in Thirty Days

No Cost, No Risk, Guided Pilot



- Guided innovation consumption model that is no-cost, safe, easy & risk-free
- Your use case, your data, our product, our cloud
- We do quick discovery & config, then you use the product. We guide as needed.
- At the end, you decide. Continue or quit
- **Experience our product in a month**

AI Knowledge for Service



eGain