

ANNOUNCING

## NEUROSERVICE™ 2.0

**Instant Customer Service That's Naturally More Engaging.**

Your web site is overwhelmed with email 24 hours a day, 7 days a week. Your contact center is backed-up with customer calls. Your customer service representatives are swamped. Technical support is under water.

**Don't you wish you could . . .**

Offer customers an automated service solution that they enjoy using... let your customer service representatives focus on substantial customer issues... cut down call queue delays... keep a detailed, useful database of customer requests and comments... reduce your cost per call **AND increase ROI?**

**We do. That's why we created NEUROSERVICE.**

It's engaging, more effective than search engines, more dynamic than FAQs, more cost-effective than traditional call centers and more responsive than email. NeuroService enables you to deploy software-based, *instantaneous*, conversational Virtual Representatives (vReps™), throughout your enterprise.

**Here's how NeuroService vReps can improve your customer service:**

- **PROVIDE SIGNIFICANT, RAPID ROI.** They decrease demand for both staffing and infrastructure in any enterprise where rich two-way communications are needed.
- **ENHANCE CUSTOMER SATISFACTION.** They provide instantaneous, consistent and accurate information 24 hours a day, 7 days a week.
- **CAPTURE CUSTOMER FEEDBACK.** They offer valuable input back to product development, marketing, brand management, etc.
- **PROVIDE AN EFFICIENT FIRST LINE OF DEFENSE.** They create an automated mechanism for level-one problem resolution and seamlessly integrate with existing systems for escalation.
- **OFFER INSTANT ANSWERS FOR CUSTOMER QUESTIONS.** They can answer many of the simple questions your customers ask, thus freeing up key customer service representatives to focus on more critical issues.
- **CAN BE BUILT BY NON-PROGRAMMERS.** The authoring and server tools for developing and deploying vReps are designed for use by content and subject matter experts who know how your business really operates.

**Have a conversation with a vRep . . . visit our web site now.**

**[www.neuromedia.com](http://www.neuromedia.com)**

If only I could find some way to increase my service levels without adding more people . . .

