



Answer Path

Give the right answer

Answer Path is powerful, easy-to-use help desk software for creating decision trees.

- ▶ **Create Your Own Decision Trees**
- ▶ **Reduce Error Rates**
- ▶ **Faster Agent Training**
- ▶ **Help Customers to Help Themselves**
- ▶ **Capture Customer Data**
- ▶ **Easy-to-Use**

You can create fully automated customer service software tools for your agents, to ensure that your customers always receive the correct response.

Answer Path also speeds up agent training by guiding customer interactions step-by-step, using your own workflow decision trees.

This powerful help desk software has a simple drag and drop interface which is quick and easy to learn.

We also provide training videos and an easy to follow product guide to get you quickly up to speed creating your own decision trees.

Answer Path from Hindin Solutions provides you with the ability to design complex scripts, wizards, decision trees, and more from a simple to use Drag-and-Drop application. Answer Path is one of many knowledge tools provided by Hindin Solutions.

What you create with Answer Path is an Answer Path Wizard. In Answer Path you see this as a series of boxes connected by arrows to indicate navigation. What the person using the Answer Path Wizard sees is a series of web pages with questions that they answer, leading them to an end point (such as the answer to a question, or the correct product or solution to use for a specific circumstance, for example). Calling the output from Answer Path a “Wizard” reflects the way Answer Path guides the end-user to a final conclusion, like a script they are following.

Features and capabilities

- ▶ Create Your Own Decision Trees**

Answer Path allows you to create fully automated decision trees for your help desk agents, to ensure that your customers always receive the correct response. Agents simply follow the easy on screen prompts
- ▶ Reduce Error Rates**

Mistakes cost money. But having your customer service representatives use call center decision trees created with Answer Path can reduce the number of errors that they make. Your team can be confident in their customer interactions knowing that their customer service software guides them to the correct answer every time.
- ▶ Faster Agent Training**

Answer Path also speeds up agent training by guiding their customer interactions step-by-step. Permanent and even temporary staff become productive more quickly.
- ▶ Help Customers to Help Themselves**

Wizards created in Answer Path are exported in HTML format, so you can put them on any web page. From simple problems to more complex questions, helping customers to help themselves by using your online decision trees could help to reduce your call volumes. The wizards are fully customisable using CSS so they'll integrate perfectly with your website.
- ▶ Capture Customer Data**

Customer data can be captured from Answer Path decision trees from text entries, check boxes and radio buttons. It can also be sent to your business systems for processing and analysis.
- ▶ Easy-to-Use**

With a simple drag and drop interface, creating your own help desk software decision trees with Answer Path is easy. You'll quickly be up and running producing invaluable tools for your business.

To find out more about how Answerpath can help you contact:

Mike Oliver
Business Development Manager

T 03 365 3200
DDI 03 260 5500
M 021 635 237
E mike.oliver@hindin.co.nz

