

What Squelch Is

Squelch helps customer support and success teams tackle the most difficult customer issues faster than ever. It also provides valuable insights for team managers to help them make their teams more effective.

Benefits Squelch Brings



Faster case resolutions

Agent



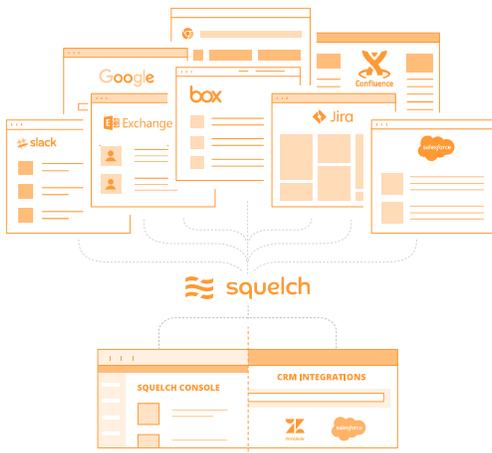
More effective and efficient teams

Team Manager



Reduced cost and churn

Executive

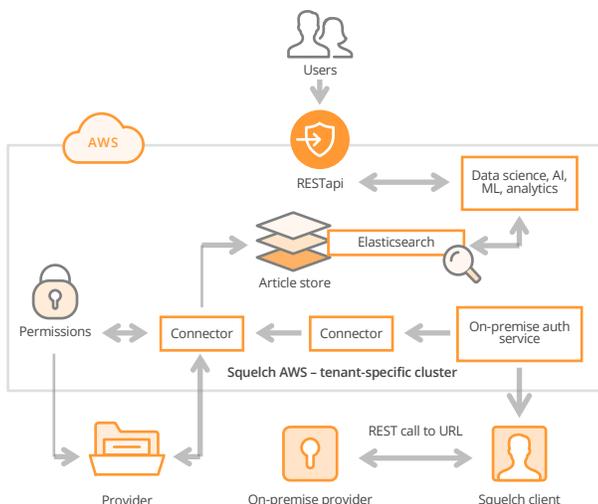


How Squelch Works

1. Connects to scattered data sources and creates a unified view tied to your existing workflows.
2. Indexes, organizes, and analyzes information so it can present the best information when and where needed.
3. Serves:
 - **Agents with** relevant information through a console or embedded in their ticketing system
 - **Team managers with** analytics to support decisions
 - **Executives with** reports and notifications

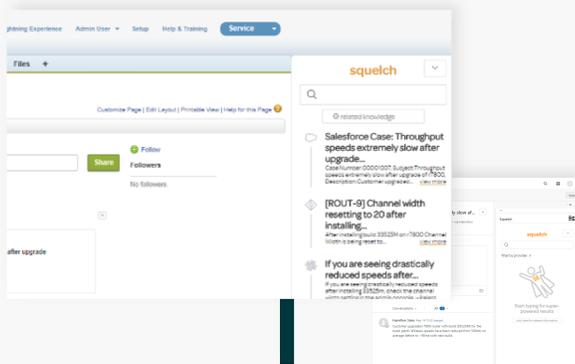
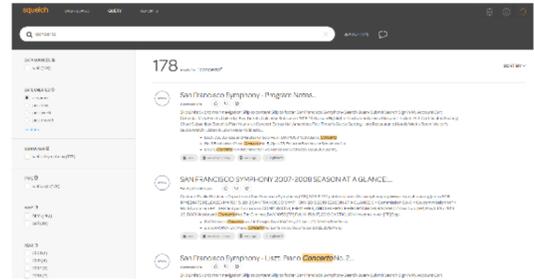
Under the Hood

- A native permission scheme offers a seamless, low-touch security integration.
- A customer-specific instance, encrypted volumes, fully authenticated API, and encrypted transmission layers protect your data.
- Elasticsearch, augmented by artificial intelligence and machine learning, offers unprecedented search capabilities.
- An analytics engine powers up reporting and insights.



Search Console

- Squelch search uses natural-language processing so any simple question is effective.
- The console uses simple and intuitive filtering to let new agents quickly get productive without specialized training.
- Squelch's permission-aware search engine automatically restricts access to results.

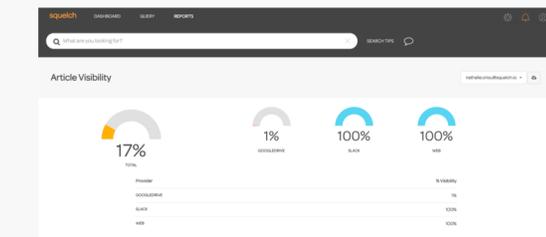


Integrations

- Integrations let support agents search directly from within their ticketing systems.
- One-click navigation to the console imports the entirety of a search context to take advantage of intuitive filtering capabilities.
- All filters and refinements are also available via the command line.

Dashboards

- High-level overviews of how Squelch is helping teams lets team managers report ROI.
- Mobile-friendly dashboards are available on-the-go.



Report Center

- A central place for insights into Squelch operation management, data information, and other decision support tools.
- Real-time notifications for important events.

Admin Area

- Low-touch management console
- Content management
- User management

