

# Know Your Cases, Know Your Impact With Knowbler's New v/s Known Analysis



## The Challenge in Customer Support

75% of the support tickets are repetitive issues like common setup questions, product bugs, etc. That being said, most time is wasted on known issues, while critical, unique cases wait longer.

## What is New vs. Known Case Analysis?

### Known Issue

Known issues are recurring issues that are already addressed and documented in the knowledge base. Support agents can quickly resolve these cases by utilizing existing knowledge articles or documents.

- ◆ In a mature Knowledge-Centered Service (KCS®) environment, 65%–85% of cases should be known.
- ◆ Reuse counters indicate issue frequency and trigger problem record creation.

### New Issue

New cases are those that have been encountered for the first time or haven't been documented in the knowledge base earlier.

- ◆ Support agents resolve and create a new knowledge article.
- ◆ Capturing new knowledge is essential to prevent knowledge loss and help other agents to learn.

## How Does It Work?

Identify trends and patterns in customer cases

Proactive Issue Identification

Continuous Improvement

Identify the Gap Areas

Customer Self-Help

## Proactive customer Support Excellence with New vs. Known Analysis

Predictive Analytics and Trends



Self-service Optimization



Product Development Enhancement



Recognition of New Support Cases



Knowledge Base Gaps Identification



## Strategies to Reduce Repetitive Customer Support Issues



Knowledge Creation and Sharing



Adequate Linking Practice



Streamline Self-Service Experience



Diagnostics and Resolution Efficiency

## Benefits of New vs. Known Analysis

- 1 Faster Resolutions
- 2 Enhanced Self-Service
- 3 Improved Customer Satisfaction

## New Vs. Known Cases Analytics

