

Jive Customer Service Communities

Deflect Calls, Delight Customers. Right Out of the Box.

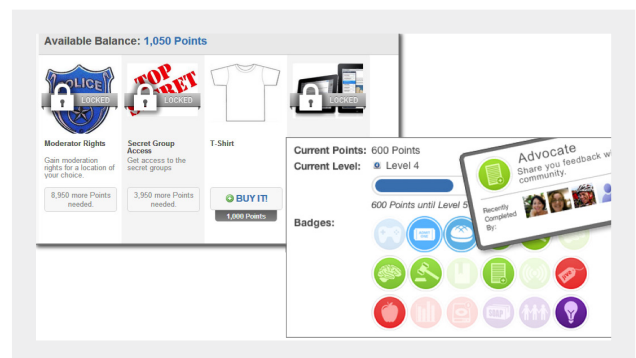
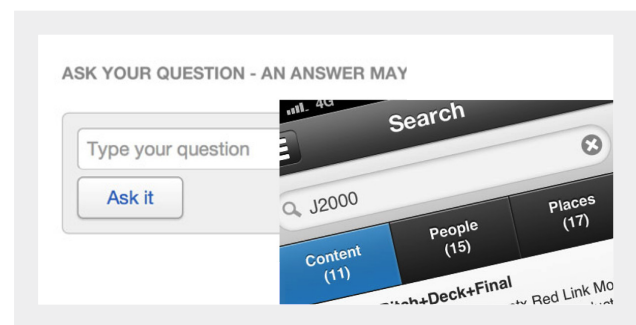
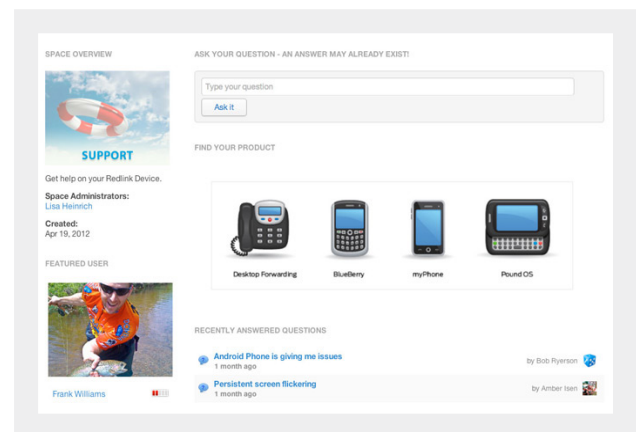
Tired of high call volume and long support queues? So are your customers. What they really want is answers, without having to pick up the phone. Jive Customer Service Communities are the quickest way to deflect cases and cut costs while providing online self-service and peer-based support that really works. There's no complex set-up or customization. Just flip the switch and watch call volume drop and customer satisfaction soar.

Peer-to-Peer Customer Service

Many of the people who know your products best happen to be your customers. Jive Customer Service Communities tap that collective experience, providing a place where customers connect, share their knowledge and answer each other's questions. In effect, they become a part of your service team. Which means you can deploy your reps more strategically, focusing on the toughest cases and highest-priority accounts.

Ask a Question, Get an Answer

Start typing, and if the answer is out there, Jive will find it in seconds. Jive rapidly searches across all relevant information sources: online customer discussions, your knowledge base, your website, support docs and other content. For those who want more information, Jive's crystal-clear pictorial navigation takes customers instantly wherever they



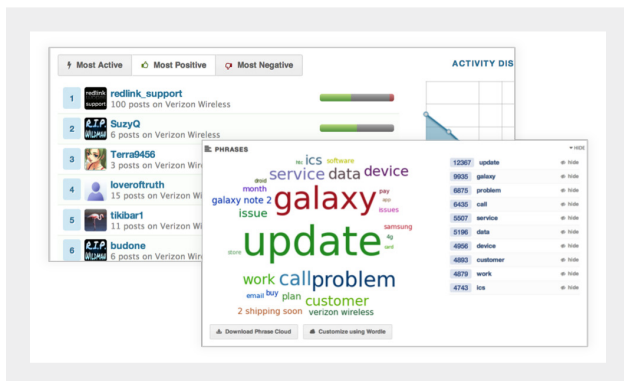
need to go to learn about products, participate in relevant discussions, access key resources and resolve issues fast. And whatever mobile platform users prefer, (iOS, Android, BlackBerry or mobile web) Jive provides a great mobile experience.

Recognition and Rewards

Amp up participation and peer-based support with advanced gamification, included as a standard feature. Create targeted missions, badges and rewards that encourage specific actions, like giving helpful answers. Acknowledge top contributors and cultivate product champions with advanced privileges that build a sense of ownership and loyalty.

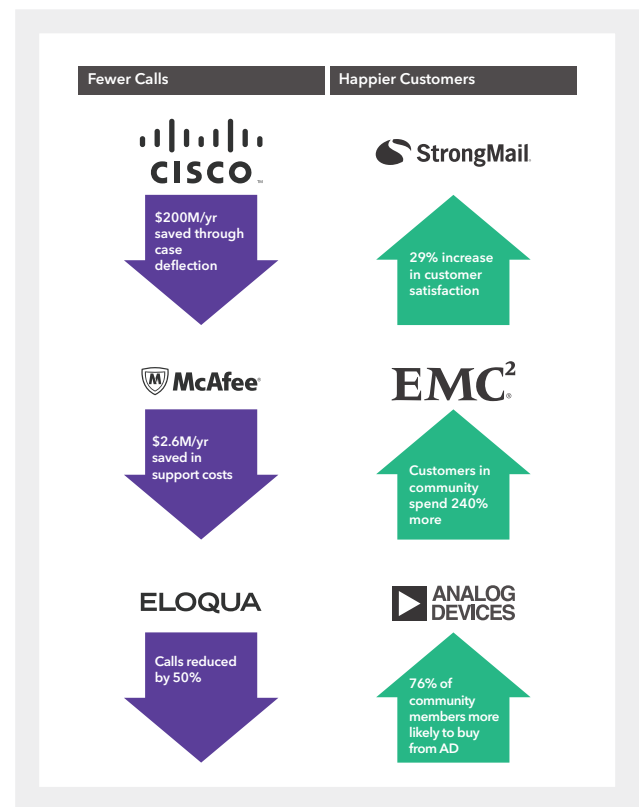
Advanced Analytics

Jive Resonata analyzes the activity in your Jive Customer Service Community and reveals the sentiments, behaviors and motivations that drive satisfaction. Identify your fans and detractors and reach out to boost engagement and address problems. Stay on top of emerging problems and nip potential crises in the bud. With Jive Resonata's intuitive dashboard, insight is just a few clicks away.



A Win-Win For You and Your Customers

Fast answers, powerful game mechanics, a great user experience and sophisticated-yet-simple analytics: These are just a few of the features that set Jive Customer Service Communities apart. Together these capabilities have helped leading companies slash customer service calls, cases and costs—while increasing NPS, loyalty and even sales. Here are just some of the breakthrough results Jive customers have achieved:



Deflect calls and cases. Identify and cultivate product champions. Drive customer satisfaction and intense loyalty. Learn more at:

jivesoftware.com/customer-service-communities
 or by calling (877) 495-3700.