



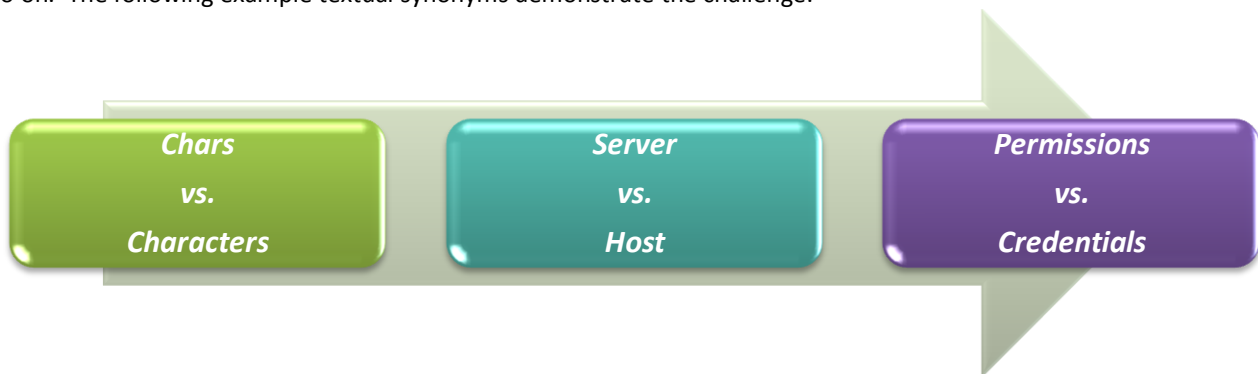
**Softlib iMatch (Automated Response for Technical Issues)  
Deliver the Right Solutions Faster for End Users & Experts**

**iMatch Introduction**

iMatch automates the response to repeat issues in Help Desk, Support, Call Centres and IT environments, delivering either Self Help to end users or automatically offering solutions to experts. iMatch is an innovative software solution with built in dictionaries and analytical algorithms that takes the description of a new technical issue, while identifying other similar previously resolved issues, even if they were described with different words or characteristics. Once a new issue is reported, for example via email or by filling out a Web form, iMatch will scan the relevant databases and knowledge bases, automatically suggesting the top matching similar issue/solution. iMatch seamlessly integrates into any CRM, Service Desk or Bug Tracking application in order to match the issues documented and resolved previously. This way iMatch extends existing Knowledge Base repositories by analyzing these data sources and linking solution matching characteristics accordingly; thus no data duplication or manual labour is required to generate FAQ lists.

**Intelligent Problem Resolution: The Challenge**

Research indicates that approximately 80% of the issues reported to Support/Service/Helpdesk personnel are repetitive. Therefore identifying solutions to such repeating issues is a challenge, as problems and associated resolutions are documented based on a particular person's vocabulary; so different technical experts will inevitably describe the same problem in different words and/or terms. This makes it highly unlikely that a subsequent expert trying to resolve a similar issue will find the first issue and leverage from the knowledge gathered. Obviously the same goes for any End User looking for Self Help solutions and so on. The following example textual synonyms demonstrate the challenge:



The iMatch solution delivers an automated function which matches solutions to repeat issues for End Users and Technical Support experts alike, while eliminating problem escalation activities and thus reducing resolution time accordingly!

**Intelligent Problem Resolution: The iMatch Solution**

iMatch is an innovative software solution benefitting from intelligent analytical algorithms that consider the description of new technical issues, while automatically identifying other similar problems/issues that were previously resolved, even if they were described with different words, as per:



**The iMatch Logic Process for Newly Reported Problems/Issues**

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**How iMatch Works**

iMatch automates the response for repeat problem issues in Help Desk, Support, Call Centres and IT environments, delivering either Self Help for End Users or automatically offering solutions for Technical Support experts:

- Once a new problem or issue is reported, iMatch will scan the appropriate databases and knowledge bases it was configured to use, in order, automatically suggesting the top matching similar issues/solutions
- iMatch seamlessly integrates into any CRM, Service Desk or Bug Tracking application in order to match the issues documented and resolved previously
- iMatch extends existing Knowledge Bases repository by analyzing these data sources, linking solution matching characteristics accordingly, while avoiding data duplication

**iMatch Benefits**

iMatch reduces overall TCO and improves business Service Levels by minimizing Problem Resolution time and associated personnel costs:

- Deliver effective Self Help for End Users and Technical Support experts alike
- Minimize downtime by accelerating the Problem resolution process
- Reduce Technical Support expertise by resolving issues only once and thus avoiding any unnecessary Problem Resolution duplication
- Resolve issues without involving too many layers of Technical Support expertise and associated escalation
- Avoid the manual effort required for documenting FAQ resources or purpose built Problem Resolution documentation
- Optimize the personnel resources required for Problem Resolution
- Minimize the training time required for new personnel associated with Problem Resolution
- Reduce the impact of key personnel turnover, sharing knowledge via iMatch
- Leverage data retained in existing knowledge bases/repositories without data duplication

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