



***Softlib iMatch (Automated Response for Technical Issues)  
Deliver the Right Solutions Faster for End Users & Experts  
New Product General Availability Announcement***

***iMatch – Revolutionary Automated Solution Identification Software***

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. Research indicates that approximately 80% of the issues reported to the support/service/helpdesk staff are repetitive. Identifying solutions to repeat issues is a challenge as issues and Solutions are based on a person's vocabulary - so different technical experts will likely describe the same problem in different words. This makes it highly unlikely that the second expert to handle the issue will find the first issue and leverage the knowledge gathered.

iMatch is an innovative software solution with built in dictionaries and analytical algorithms that takes the description of a new technical issue and can identify other similar problems/issues that were resolved in the past, even if they were described in different words. Once a new issue is reported, for example through email or by filling out a Web form, iMatch will scan the relevant databases and knowledge bases and automatically suggest 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 in the past. This way iMatch extends existing knowledge bases/repositories by linking into the information in them in its solution matching – no data duplication needed and no manual labour required to create FAQ lists.

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

*“Automatically identifying solutions to repeat issues, regardless of choice of words, or vocabulary, or language is a breakthrough and innovation that can significantly boost Self Help capabilities of organizations, increase expert effectiveness and reduce escalations & rework” said John Ragsdale, VP Technology at TSIA.*

*“We are very proud to bring the future into Self Help and Service Centres and deliver innovation in a technically challenging domain. iMatch breakthrough technology is the next wave of automation, eliminating repeat issues & rework and saving experts valuable time” said Boaz Grinvald, CEO of Softlib Software.*

For more information please visit our [iMatch Product Portal](#) or Email our [Sales Team](#) or call us on +44 (0) 845 0579386.