An abstract white circuit pattern on an orange background, featuring a dense network of lines and nodes on the left side of the slide.

# **OnePulse** - An Advanced Knowledge Management System

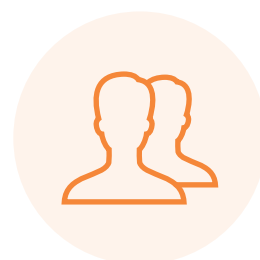
by OneClick Technologies



Orchestrating effective and enriching customer experiences.

Global Industry leaders have entrusted us to successfully and consistently process millions of customer interactions annually.

Our expertise in customer experience enables our clients to deliver a transformational experience to their customers at a fraction of the cost.



55,000+

Active Users



700M+

Customers Processed



190M+

Transactions Per Year



Reduced Sales Cost by  
**32%**



Reduced Resolution Time by  
**87%**



Improved Customer Satisfaction Score by  
**35%**



Reduced call volume by  
**18%**

\* As per our customer case studies.





## Crafting a New World of Customer Experience

Our easy-to-use and robust knowledge management solution not only helps our clients deliver world class customer experience but also makes knowledge creation and management simpler and more accurate for internal use.

The solution allows companies to seamlessly integrate with 3rd party tools and get their hands on meaningful and actionable data in a few clicks.



# Features



## Licensing Plans

### STARTER

- Knowledge Base Module
- Basic Search Module
- 1 LOB
- Predefined Theme Templates
- Pre-Defined Reports - 5
- Email Support
- Predefined Role Configuration
- Integration effort worth 10 man hrs.

### PRO

- Knowledge Base Module
- Basic Search Module
- Upto 5 LOBs
- Predefined Theme Templates
- Feedback Module
- Pre-Defined reports - 10
- Manual Decision Tree
- Email Support + Phone (business hrs.)
- Customised Role Configuration
- Integration effort worth 20 man hrs.

### ENTERPRISE

- Knowledge Base Module
- Intuitive Search Module
- Multi LOB
- Customisable Theme Templates
- Feedback Module
- Briefing & Assignments Module
- Virtual Assistant Module
- Unlimited Customisable Reports
- Agent Forums
- Automated Decision Tree
- Dedicated Relationship Manager  
24X7 support
- Customised Role configuration
- Integration effort worth 40 man hrs.

# Contact Us

## Corporate Office

OneClick Technologies Pvt. Ltd.  
Plot No 45-46, Udyog Vihar Phase - 1,  
Sector 20, Gurugram, Haryana 122016

## Our Achievements:



First to Deploy  
Platform of  
For Chatbot Innovation



3 Aegis Graham  
Bell Award  
For Service Innovation



5 Aegis Graham  
Bell Award  
Across Categories



Global Telecom  
Business  
Innovation Awards



Technology  
Fast 50  
Deloitte Consulting



Technology  
Fast 500  
Deloitte Consulting



Largest Repository  
For Device  
Simulator In the World



## Our Clients

