

OnePulse - An Advanced Knowledge Management System

by OneClick Technologies

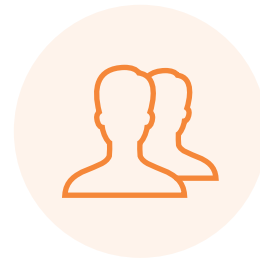


Orchestrating effective and enriching customer experiences.

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

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

Our organization is
ISMS ISO/IEC 27001:2013 and
PIMS ISO/IEC 27701:2019 compliant.



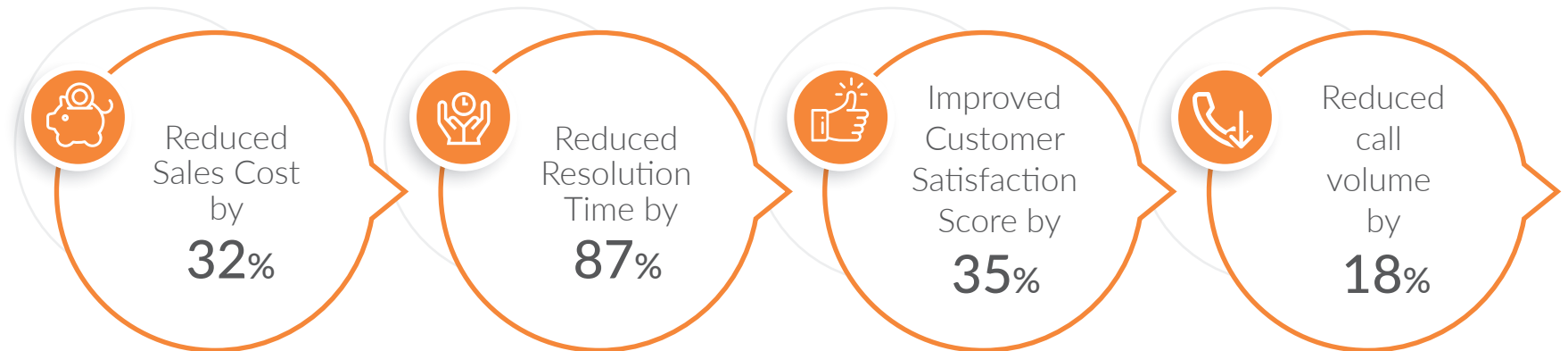
55,000+
Active Users



700M+
Customers Processed



190M+
Transactions Per Year



* As per our customer case studies.

Customer Experience Solutions





Crafting a New World of Customer Experience

Our easy-to-use and robust knowledge management solution helps our clients deliver world class customer experience while making 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.





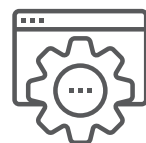
Simplifying Knowledge Management with OnePulse

Companies across industries are making sure that their customer experience platform is robust enough to seamlessly bring new customers on-board and retain the existing customers along the same lines. They also understand the importance of onboarding new employees and training the existing ones.

For the companies handling Contact Centres or Call Centres, a robust KMS with capabilities to significantly reduce Average Handling Time (AHT) and Wait Time become most essential element to boost the level of customer satisfaction among their customers.

OnePulse with its suite of services around knowledge management for customer support, self-care, and interactive help enables companies to achieve this goal. OnePulse is also a platform for knowledge collaboration within the organization and encourages a knowledge sharing ethos within the business.

Features



Authoring Tool

Multitude of pre-built assets, features relevant to article authoring and more. You can publish the on-demand resources into the HTML5 format, enabling them to be accessed on any device. While authoring, word documents, Excel sheets or pdfs can be easily attached to articles.



Self-Care

Give your Self Help, FAQ page a completely integrated look. OnePulse can be customized to reflect the branding of your site. The solution will look like your website so that your visitors don't feel they are being redirected to an external site.



Intelligent Visual Support

OnePulse provides a disruptive platform for intelligent visual support in call centers, which allows call center agents to see exactly what their customers see and use it to visually guide them to successful resolutions.



User Friendly UI

Information can be accessed and organised quickly and simply with the Drag and Drop feature.



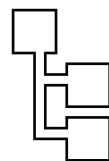
Instant Publish

Changes in content can be made accessible to agents in real time, keeping them always abreast with the latest information.



Reporting & Dashboard

OnePulse reporting offers you a depth of insight that will empower you to target new prospects while strengthening your relationships with existing customers.



Decision Tree

Logical step by step Decision Tree guide to help troubleshoot.



Custom Themes

Companies can customise themes to match corporate branding.



Auto Tagging

Enable the agents at home and the agents at Contact Centres to remotely provide solutions.

Contact Us

Corporate Office

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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



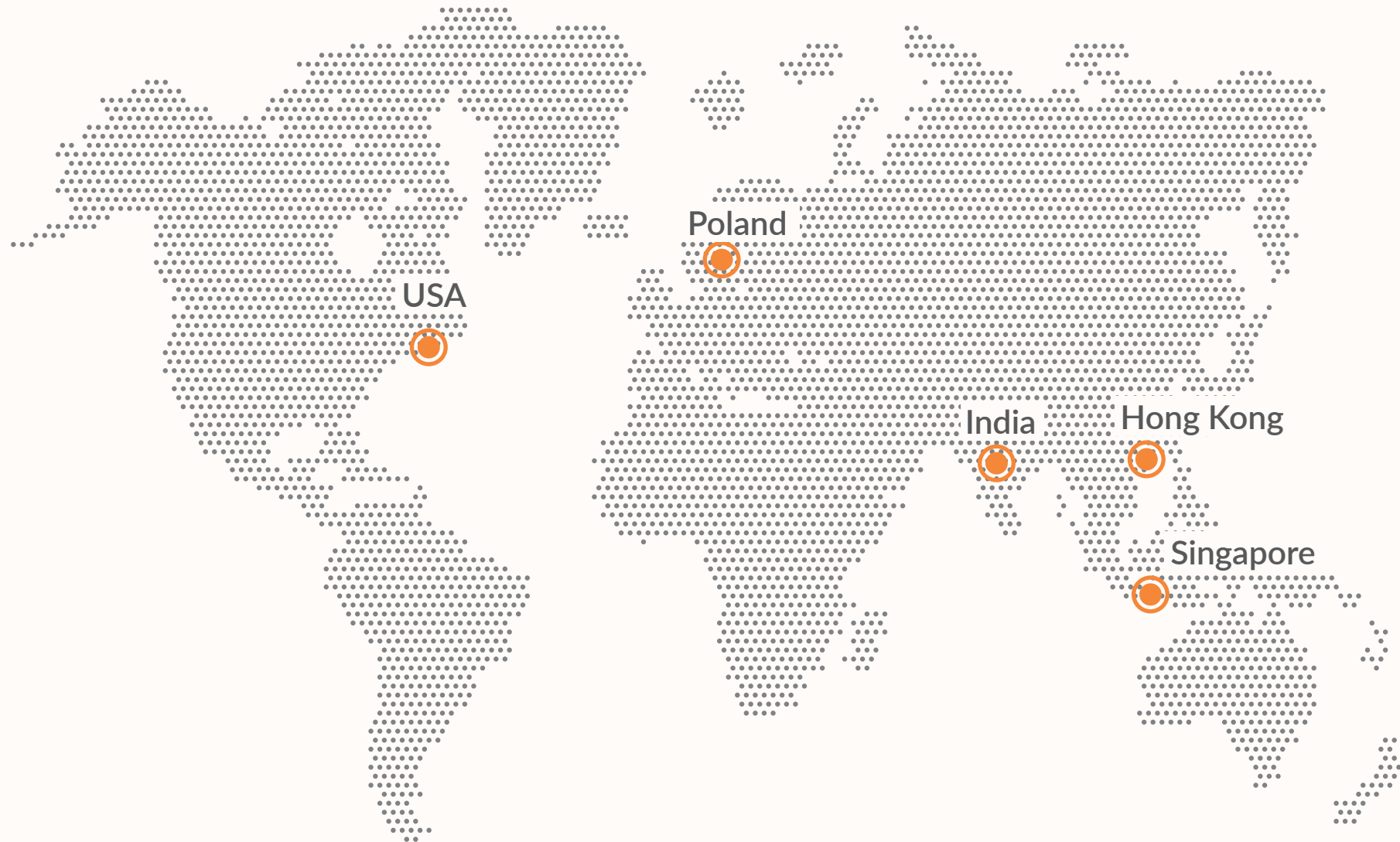
Technology
Fast 50 India
Deloitte Consulting



Technology
Fast 500 World
Deloitte Consulting



Largest Repository
For Device
Simulator In the World



Our Clients

