Introduction to Ozmo

OZMO

Consumer preferences for support have **shifted**:

> Expect self-serve tools to be available

> Need fast and convenient options for support

> Desire personalized and interactive content

> Demand a frictionless, painless experience

OZMO

Ozmo's support platform

Authoritative source
One repository powers all channels for consistency.

Lifecycle support
Immediate coverage across all device, app and OS updates.

Pre-launch access
Devices made available at or before public launch.

Extensibility
Answers can be used across all channels for less friction.

Customization
Custom answer formats enable personalization and flexibility.

Personalization
Mapping screens and features enables personalized answers.

Authoring
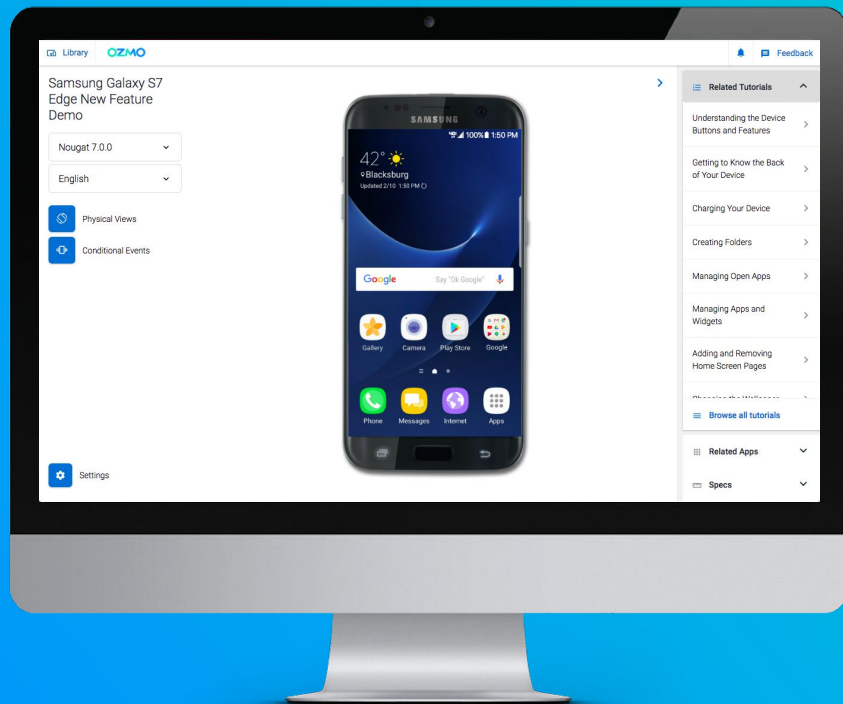Creation of custom answers added to the answer repository.

Cross-channel benefit
Assisted channels promote the use of self-serve in the future.

Support automation
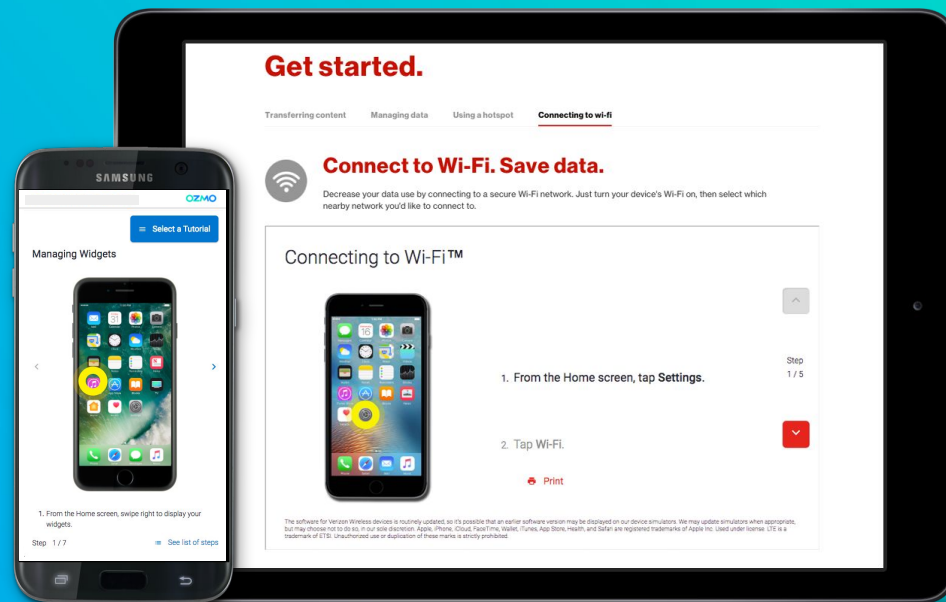Manual content management is eliminated with automation.

Ozmo for Agents
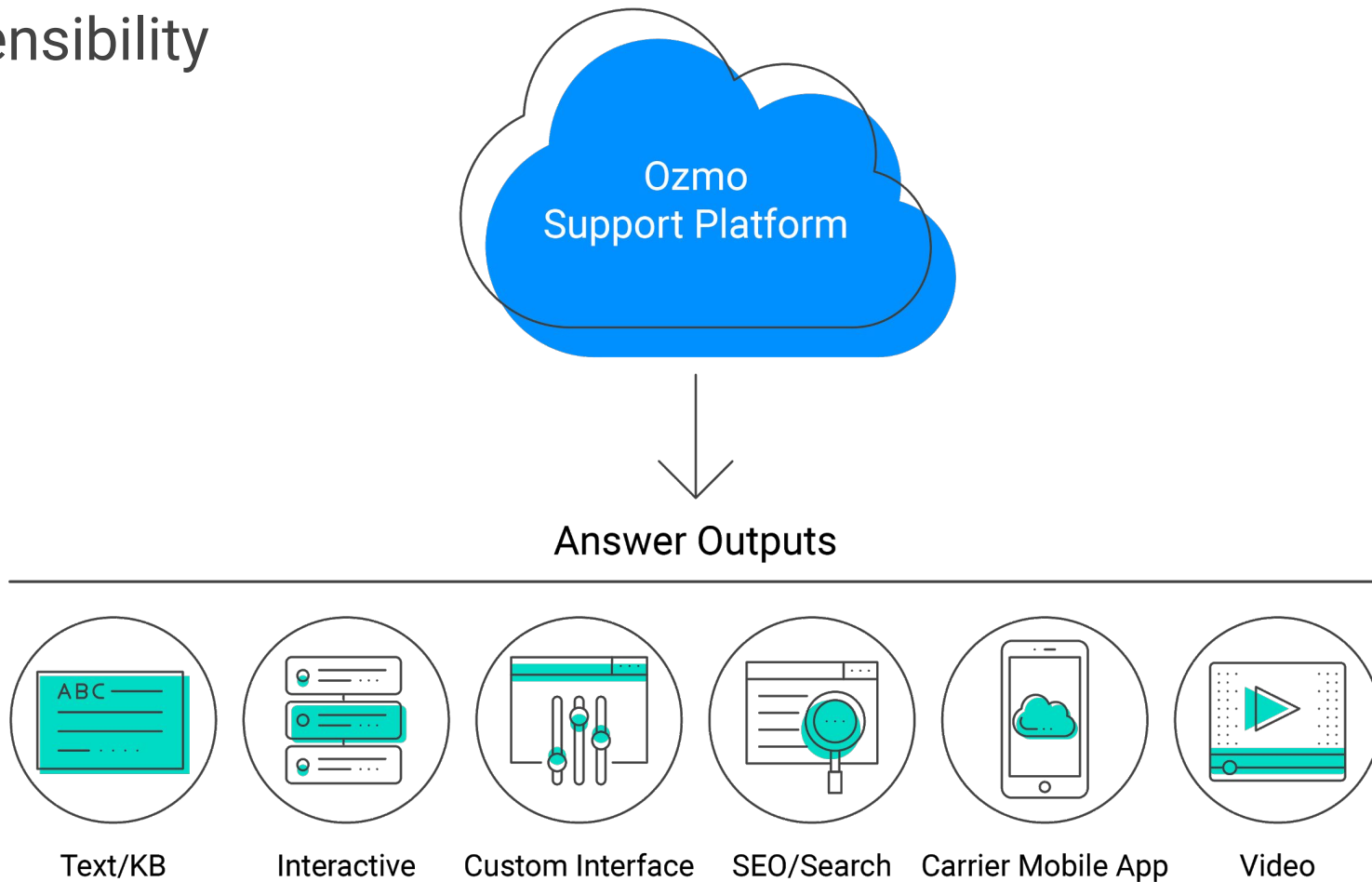
> Used by over **75,000 active agents**

> Hundreds of virtual devices and apps offer **open-ended troubleshooting**

> Contextual tutorials **surface in real time** for structured guidance

> Operating system coverage enables **customized support**

Ozmo Self Serve

> Fully extensible answers for an **omnichannel support experience**

> Customer API for **on-demand consumption** of answers

> Proven call deflection capability for **significant cost savings**

Extensibility

Ozmo
Support Platform

Answer Outputs

| Text/KB | Interactive | Custom Interface | SEO/Search | Carrier Mobile App | Video |

Customers on the Ozmo platform
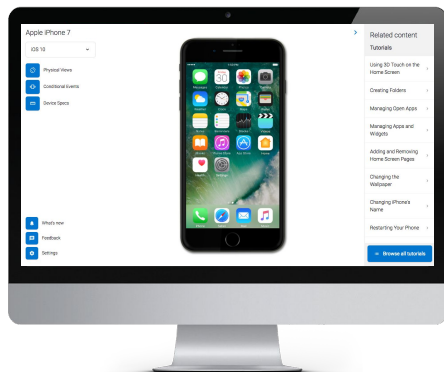
verizon✓ Case study

13%
of all Verizon calls use Ozmo for Agents

2,000+
physical devices eliminated annually

85%
proven call deflection rate with Ozmo self serve

$100M USD
Annual cost savings

OZMO

Ozmo commitment

Scalable platform

Customer enablement

Agent empowerment

Lifecycle management

One source of knowledge

Customer benefits

> Holistic channel support

> Improved experience

> Improved issue resolution

> Faster issue resolution

> Lower operational costs

OZMO

Get in touch

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