

# 5 must-haves

to transform customer service through Knowledge Management

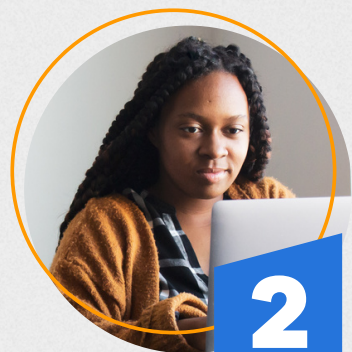


1

## A healthy knowledgebase

Keep your knowledgebase current

- Everyone contributes to knowledge
- Use software that automatically flags older knowledge
- Use software that automatically identifies gaps in knowledge



2

## Personalized search

Help your agents & users find answers fast with AI enabled search

- Natural language and semantic search, and decision trees
- Search assistant
- Advanced filters for laser-focused results
- Federated search that brings all of your knowledge into a single view



3

## Collaboration

Share with & learn from your community

- Push knowledge to your social channels
- Peer-to-peer collaboration in forums
- Feedback & comments to help improve knowledge
- Find and send knowledge through Microsoft Teams



4

## Seamless integration

Marry your knowledge with your enterprise applications

servicenow



GENESYS



cherwell

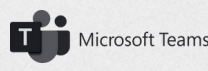
ivanti

Jira Software



jive

NETSUITE



Confluence

madcap  
FLARE

BeyondTrust

SharePoint

bmc

zendesk



5

## Multi-everything

Flexibility to suit the message & the audience

- Multichannel - allows users to access knowledge through web, mobile, chat, email & social
- Multi-format - authors can create articles with text, video, graphics, forms and decision trees
- Multi-language - create and view knowledge in 24 different languages

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