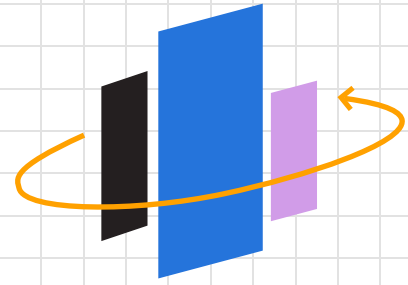


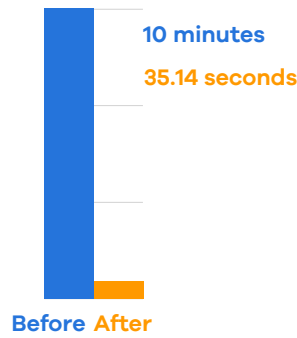
Benchmark & RightAnswers Results



Color Key

- With RightAnswers
- Previous KM

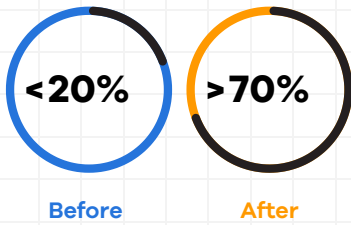
Average speed of answer



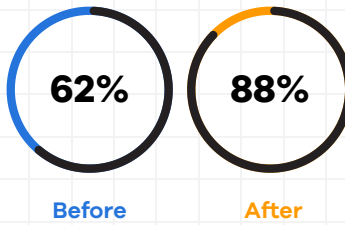
Reduced call handle time



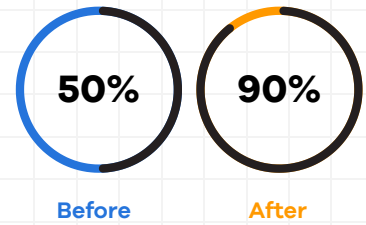
Self-service success



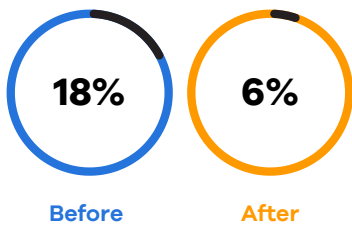
Increased FCR



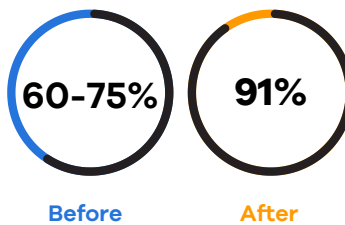
Customer satisfaction



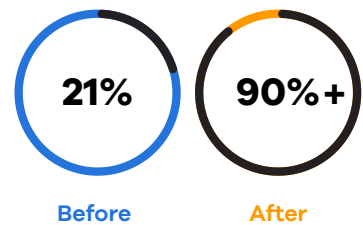
Abandonment rate



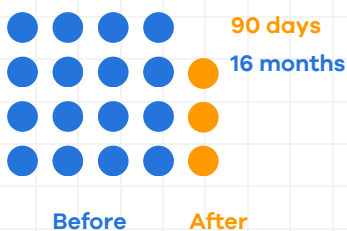
Tickets within SLA



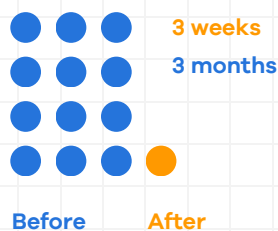
Support analyst adoption



Time to deploy



New product support readiness



Reduce training time

