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RightAnswers X, a New and Dynamic Way to Access Knowledge Across the Enterprise

The RightAnswers X browser extension reimagines integrations to bring the power of RightAnswers anywhere your team works.

Save Time and Money

No coding. No costly development. No broken integrations. Just download the browser extension to bring knowledge sharing to any site or application on the web.

Consistent User Experience

Whether it's ITSM tools, CRMs, websites, web apps or email platforms, RightAnswers X gives users access to knowledge in a consistent way every time.

Actionable Answers

Get articles that meet your needs in whichever browser-based app or website you are using. Knowledge is no longer tethered to just one place.

Auto-Fill Search

Speed up access to knowledge by auto searching case descriptions, page headings or titles.

In-App Capture

Capture essential knowledge from any browser-based app or website in three steps and share it in minutes.
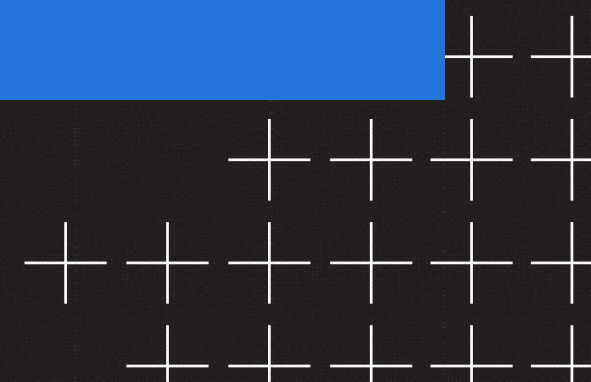
Who can benefit? Simple: anyone who uses a web app or website in their daily work.

From service desk agents using multiple web applications, support teams using websites to serve customers or HR staff looking for information in Office applications, RightAnswers X brings teams answers wherever they need them.

Ready to power up your knowledge sharing experience?

Request a Demo

RightAnswers X FAQs

Q: How much does it cost to use RightAnswers X?
A: Great news, there is no cost.

Q: How do I access the browser extension?
A: It's easy, the team is here to help, reach out to your CSM to get started.

Q: What integrations are available out-of-the-box?
A: To start we have popular web applications/websites including Jira, Zendesk, ServiceNow, Gmail, Outlook Online, Office Online, Stack overflow, Microsoft support and Wikipedia, with more to be added soon.

Q: What if the browser-based tool we use isn't yet available as an OOTB integration?
A: No problem, the support team can work with your CSM to set up additional configurations.

Q: Do I need to engage other vendors to set the extension up?
A: No, this amazing new method of building integrations means that there are no modifications or installations into the 3rd party platforms which makes deployment much easier.

Q. Does RightAnswers X track all internet usage within the browser?
A: No, we believe privacy is important, RightAnswers X does not track the users internet browsing or access any personal details from their browser.

Q: Is it KCS compliant?
A: Yes, one of the key elements of KCS methodology is to be able to access knowledge easily in the workflow. RightAnswers X also aligns to the 'search early, search often' principle when configured to return results from the description field in a CRM/ITSM tool. The in-app capture can also help to speed up knowledge creation if relevant information is found elsewhere and needs to be added to the knowledgebase.

Ready to get started? Contact your CSM and spread the gift of knowledge across your organization.