

# Knowledge Management Suite

KNOWLEDGE BASE AND  
COMMUNITY FORUM SOFTWARE



PRODUCT SHEET

Knowledge is power. A new generation of customers increasingly relies on the Internet as a prime source of information, and they want to find accurate answers, fast. Enghouse Interactive Knowledge Management Suite offers a comprehensive solution for any organisation looking to develop a strong knowledge system and expand its online self-service channels. Its empowers customers to resolve their own enquiries with access to critical knowledge dramatically increasing customer satisfaction and reducing costs.

## Empower your customers to find the answers

At Enghouse Interactive, we have a powerful web self-service platform that makes knowledge management easy for you and creates a seamless experience for your users.

Our Knowledge Management platform, is a cutting-edge self-help platform that unifies online knowledge base and community forum capabilities into one.

The solution provides knowledge base administrators with sophisticated tools for organising, managing, and improving support content. It is feature packed, fully customisable, intuitive to use and has powerful tools that give you complete control over your support site and enables you to create a look and feel to reflect your brand.

Speak to Enghouse Interactive to learn how using knowledge management solutions can support customer service and technical support operations such as contact / call centres, helpdesks and shared service centres to provide your customers and agents with the best answers while lowering workload and support costs.

## Highlights

- Knowledge Base Platform: A cutting-edge platform that unifies online knowledge base and community forum management
- Community Forums Platform: A leading solution for building a thriving forum community
- Article Optimiser: A patented application that maximizes knowledge base ROI
- Knowledge Base Management Services: A set of core services designed to help customers get the most out of their knowledge management initiatives.

## Advantages of the Knowledge Management Platform

### LOWER SUPPORT COSTS:

Relegate support related interactions to your self-help support site. Every question the knowledge base helps answer is real money saved.

### BETTER CUSTOMER SERVICE:

Empower customers with an easy-to-use support channel that quickly delivers the most relevant information.

### IMPROVED AGENT PERFORMANCE:

Provide your agents with a comprehensive repository of organisational knowledge and subject matter information.

### EFFECTIVE KNOWLEDGE ADMINISTRATION:

Facilitate knowledge management with the help of powerful software — administrators can quickly view and manage activities, tasks, workflows, and analytics from a single dashboard.

### FAST DEPLOYMENT:

Reduce time-to-market of your support site with quick and easy SaaS setup and deployment.

### EASY CUSTOMISATION:

Use pre-made themes developed by our designers or easily customise the look and feel yourself. The intuitive forms creator also makes it easy to customise, edit and display forms anywhere on the support site.

### CONVENIENT ACCESS:

Provide round-the-clock support, accessible from any device.

**SunTrust Bank has increased customer satisfaction by 30% ...with a platform that answers support questions round the clock. Also our support site bounce rate decrease by 20%”**

Renee Gable  
Vice President / Online Banking Product Manager  
SUNTRUST BANK

## Share information

Portals allow organisations to effectively manage knowledge across different audiences. Design a specialised support site for your customers, contact centre staff, sales team, or any other target audience. The central dashboard makes portal management a breeze. Dashboard features include advanced user access management, data-driven alerts and notifications, and the ability to update the look and feel without the need to redesign templates or fix content.

Administrators can run multiple forums, with customised themes for each audience. Quickly switch between portals from the central dashboard, making forum moderation extremely easy and intuitive.

## Listen to your customers

Knowledge Management Suite is a leading solution for building a thriving online forum community. Use community forums to share information, provide support and collect feedback.

Your customers have experience using your products and solutions - why not realise their value as knowledgeable community members? Having a forum to share experiences, ideas, and advice, allows users to become trusted resources for cost-effective peer-to-peer support. In addition, a powerful forum community helps lower support costs by funneling support request away from live representatives and towards self-service.

Forums offer the same routing and notification capabilities as email and the same moderation and analytical tools as the knowledge base platform.

### ADVANTAGES OF COMMUNITY FORUMS

- Lower support costs and deliver exceptional support: expand the value of your customers, enabling them to share experiences, ideas, and advice. Empower your user base to become trusted resources for cost-effective peer-to-peer support.
- Grow your knowledge base: generate content through forum contributions and encourage customers to ask their questions online. Use our platform to share knowledge from issues resolved over e-mail, ticketing, forums, or directly into the knowledge base.
- Connect with your customers: build and grow your community, enabling customers to share their experience, ask questions, post tips, and even answer other users' questions. Forum participation also allows you to collect valuable insight into changing customer needs and how your company is being perceived.

## Stand out from your competitors

Our incredibly powerful and easy-to-use customisation tools, allow organisations to brand their community forums with great flexibility. Match your existing website look or develop an exciting new style. In addition, pre-built themes allow you to change the appearance of your online forum with a click of a button. Continue to demonstrate consistent customer service and brand to stand out within the market place.

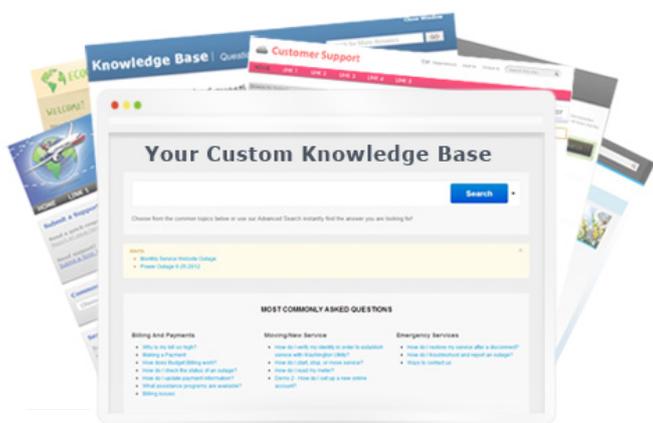


Fig.1 Design your portal using pre-built themes or customise to match your brand. Update the look-and-feel with the click of a button.

## Optimise and edit articles

Create articles with real-time editing capabilities and supplement content with rich media. Become more efficient by relying on pre-made article templates and short-codes. Use article history versioning capability to keep track of changes, make comparisons, or restore all past changes. Optimise articles by analysing and improving support site performance, identifying the strengths and weaknesses of an article and work to improve the overall performance of the support site.

- Justify your work: Demonstrate your knowledge base work is paying off.
- Maximise ROI: Systematically optimise your knowledge base performance and user satisfaction.
- Understand your knowledge base: Thoroughly analyse knowledge base performance.

## SEARCH ENGINE

A powerful search engine allows users to search across all the data contained within the knowledge base and forums including articles, comments, posts, alerts, attachments, meta data, and more. The natural language search algorithm infers the intent behind each question making it easier for a user to quickly find the right answer. Advanced search features include hit highlighting, spelling, synonyms, advanced search refinement, and faceted search, which lets users categorise results and drill down to the specific answer.

## TROUBLESHOOTING GUIDES

Create interactive, step-by-step decision-trees to quickly guide users to the right answer. By breaking down complex instructions, troubleshooting guides prevent users from getting lost while improving the effectiveness of your support site.

## WORKFLOWS

Featuring a highly configurable workflow engine, knowledge management is easy and intuitive. Set up moderator permissions to manage users' roles and abilities to view, update, publish, and route information. Create business rules to ensure no support queries are abandoned or left unanswered. Use workflows to create custom reports on user activity and article performance.

## EMAIL-TO-KNOWLEDGE BASE

Email-to-knowledge base provides the convenience of growing a knowledge base without the need to leave your inbox. Simply set up your contributor email, review the content, and publish it directly to your support site. You can also receive team contributions without providing unnecessary access to admin tools.

## REPORTING

Our enterprise-grade reporting and analytical tools allow administrators to measure knowledge base performance in real time. Get a complete overview of how customers and agents are using your platform, diagnose the root causes behind failed interaction and escalations, perform gap analysis, and improve your support center ROI.

## ALERTS

Notify users about important notices or upcoming events via alerts. Select duration, define recipients, and publish—no follow-up or manual removal required. Alerts automatically format and can be placed anywhere within the support site theme.

## Knowledge Management Services

The process of keeping data organised, consistent and current is a daunting and often expensive challenge. Lacking proper management, these inefficiencies begin to quickly lead to diminishing support site ROI. Outdated or missing data within knowledge bases create customer dissatisfaction, increased support requests, and overall higher support costs.

Enghouse Interactive's knowledge management services group specialise in assisting companies with their knowledge management needs. We are your one-stop Knowledge as a Service provider. We also offer services on an as needed basis.

### EVALUATION

Use our expert feedback to maximise your support site ROI, increase customer satisfaction, or let us help you make a convincing argument for a site upgrade.

### CREATION

Our team will update outdated or missing information and develop new support articles for your knowledge base.

### MANAGEMENT

Our experts will gather, organise, and connect tacit and disparate knowledge in a central and synchronised architecture.

### MAINTENANCE

In addition to developing strategies for managing technical knowledge, Enghouse Interactive helps companies effectively maintain their knowledge bases. Optimisation - Enghouse Interactive specialise in helping organisations streamline organisational knowledge into actionable support content.

## Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centres with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

## About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, outbound, self-service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.



Learn more at [www.enghouseinteractive.co.uk](http://www.enghouseinteractive.co.uk)

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