Enghouse Interactive

Knowledge Management Suite

KNOWLEDGE BASE AND COMMUNITY FORUM SOFTWARE

Enghouse Interactive's Knowledge Management Suite (KMS) offers a comprehensive solution for organizations looking to develop a strong knowledge system and expand its online self-service channels.

The Knowledge Management Suite includes:

- 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 Optimizer: 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

Knowledge Base Platform

A cutting-edge self-help platform that unifies online knowledge base and community forum capabilities. Providing knowledge base administrators with sophisticated tools for organizing, managing, and improving support content.

Knowledge Base Platform can help you:

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

• Provide better customer service: Enable customers with an easy-to-use support channel that quickly delivers the most relevant information.

• Improve agent performance: Provide your agents with a comprehensive repository of knowledge and subject matter information.

• Manage your knowledge effectively: Quickly view and manage activities, tasks, workflows, and analytics from a single dashboard.

Why Choose KMS

- Respond more efficiently to customers and resolve support issues faster

- Simple deployment with an all-in-one SaaS web self-service solution

- Effectively manage your knowledge base and community forums from one place

- Create a responsive knowledge sharing community

- Optimize your knowledge base and maximize ROI

- Simple integration with Enghouse Interactive Contact Center and Quality Management Suite

"…an intuitive and feature rich solution that is enabling us to deliver an exceptional level of customer service."

SUNTRUST

www.enghouseinteractive.com

- **Reduce time-to-market:** Fast deployment of your support site with simple SaaS setup

- **Save time with easy customization:** Use pre-made themes or customize the look and feel yourself

- **Provide convenient access:** Provide round-the-clock support, accessible from any device

Portals

Portals allow you to effectively manage knowledge across your different audiences. With the central dashboard it's easy to design a specialized support site for your customers, contact center staff, sales team, or any other target audience.

Theme Customization

The easy-to-use customization tools, enable you to brand your community forums and match your existing website look, or develop an exciting new style. Pre-built themes allow you to change the appearance of your online forum with just a click of a button.
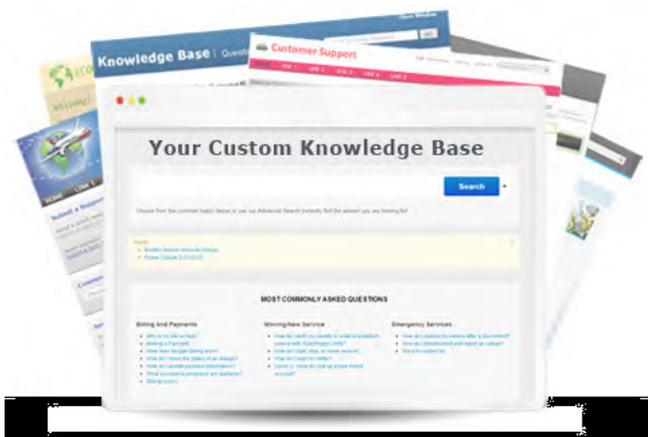
Design your portal using pre-built themes or customize to match your brand. Update the look-and-feel with the click of a button.

Article Editor

Become more efficient by using pre-made article templates to create articles with real-time editing capabilities and use article history versioning to keep track of changes, make comparisons, or restore past changes.

Search Engine

A powerful search engine allows users to search across all data contained within the knowledge base and forums.

Reporting

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.

Troubleshooting Guides

Create interactive, step-by-step decision-trees to quickly guide users to the right answer. Troubleshooting guides break down complex instructions to prevent users from getting lost and improve the effectiveness of your support site.

Workflows

It's easy to 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 left unanswered and use workflows to create custom reports on user activity and article performance.

Alerts

Notify users about important articles or upcoming events via alerts. Select duration, define recipients, and publish—no follow-up or manual removal required.

Community Forums

Why spend resources answering the same customer support questions over and over again in private exchanges? Forums offer the same workflow, routing and notification capabilities as email, but leave the conversation open to the community.

Realize The Value Of Shared Knowledge

Don't let knowledge get trapped in emails. New knowledge is always being created as customer issues are resolved. Share valuable answers in the community forum and empower your customers by letting them share experiences, ideas and advice. A community forum creates a trusted resource for cost-effective peer-to-peer support. In the process, the customers' contributions turn them into community experts and generate reusable content for your knowledge base.

Article Optimizer

Analyze and improve your support site performance with our patented tool for using A/B testing methodology. You can identify the strengths and weaknesses of an article and work to improve the overall performance of your support site. .

With Article Optimizer You Can

- **Maximize ROI:** Systematically optimize your knowledge base performance and user satisfaction.

- **Understand your knowledge base:** Thoroughly analyze knowledge base performance.

- **Demonstrate your hard work:** Justify the work that goes into running a Knowledge Base and use quantitative test data to substantiate your work and test the effectiveness of your projects

Knowledge Management Services

The process of keeping data organized, 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 (phone calls, chats, emails, etc.), and overall higher support costs.

Our goal is to help our customers maximize knowledge base effectiveness. Our team can help you:

- Optimize Existing Support Articles

- Create or Consolidate Content into Effective Articles

- Capture and Re-Use Knowledge

- Import, Revise and Reformat Articles to new Knowledge Bases