



Connected Knowledge

RightAnswers integrated into Salesforce, the perfect combination for customer service success.

Having the right Knowledge Management tool can help improve agent productivity and customer experience. Integrating RightAnswers into Salesforce brings best-in-breed features into the agent workflow and beyond.

Key Benefits

- A powerful federated search that allows you to search multiple repositories and show the results in one unified view
- Simple feature rich knowledge creation tools
- Ability to create different types of articles including forms and decision trees
- KCS™v6 verified enabling content creation seamlessly in the workflow
- Easily scalable across an enterprise to set up other integrations as well as customizable stand-alone portals
- Use of APIs to leverage the knowledgebase into other applications and web self-service
- Simple admin features that give you control over user and content visibility
- Extensive reporting capabilities and dashboards

Industry Expertise

- Dedicated Customer Success Managers
- Access to Solution Consultants with deep industry knowledge including KCS™ experts and trainers
- 24/7 support

The Agent Experience

Integrating RightAnswers into Salesforce, allows agents to have access to knowledge from multiple repositories at their fingertips, directly in their workflow.

RightAnswers empowers you to create feature rich articles in different formats to best suit the delivery of your knowledge. Whether that is through a decision tree, a how to article with embedded media, forms or articles that require user acknowledgement that they have read and understood the content.

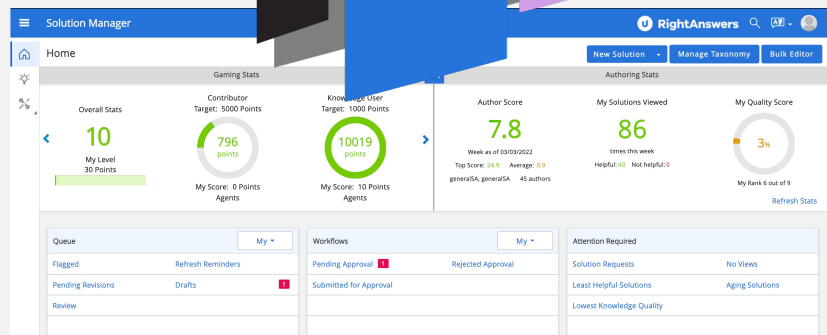
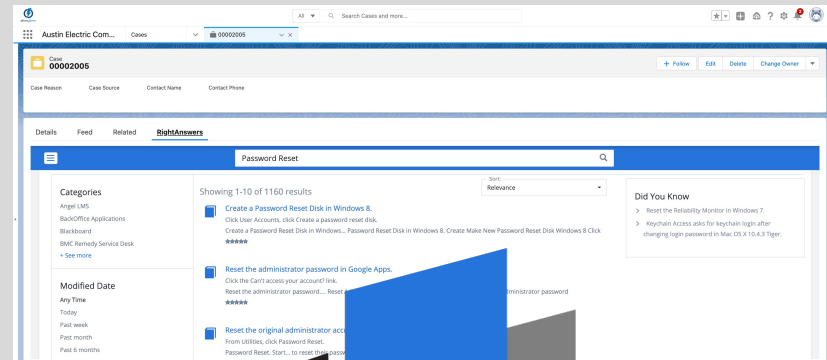
Authoring & Administration

As a KCS™v6 verified tool, RightAnswers enables content creation in the workflow, aided by machine learning in a simple to use editor.

Admin users can set approval workflows and quality checks to ensure articles meet your content standards through easy-to-use wizards.

Have control on what content is visible to different areas including hiding article fields, eliminating the need to create duplicates, making it easier to push content to self-service portals.

View reports and dashboards in the Admin console to help analyze article effectiveness and user interaction.



Add KCS to Your Salesforce Environment

Knowledge-Centered Service (KCS) is a means of solving problems that improves the effectiveness of your knowledge and increases its use across the organization. **RightAnswers** supports KCS practices and workflows. **RightAnswers Enterprise Knowledge Hub for Salesforce** is KCS Verified software that comes out-of-the-box with KCS workflows, templates, knowledge quality measures and UFFA (Use It, Flag It, Fix It, Add It) reporting.

KCS is a service mark of the Consortium for Service Innovation™.

