

Smart Knowledge Base

Eccentex ServiceJourney app to help teams instantly find answers

Smart Knowledge Base helps teams create, share, and organize knowledge. It provides a single source of truth that promotes self-service and empowers your front & back-office.

Dynamic Content • Knowledge Workflows • Intelligence Search

The image displays a customer service agent with curly hair and glasses, wearing a headset. Overlaid on the image are several screenshots of the Eccentex Knowledge Base interface. On the left, there are search results for 'How do I open an account?' and 'Refunds and Returns'. The main area shows a detailed view of an order with columns for Order #, Order Status, Delivery Status, Delivery Location, and Amount. On the right, there is a 'Free Shipping to UPS Access Point™ Over \$50' notification and a 'Shipping Availability' section.

Smart Knowledge Base is a solution for creating, consolidating, and promoting content to your customers and employees. It works as a stand-alone Content application or can be integrated into your contact center, CRM and service desk software.

- **Fuel self-service channels** Fuel self-service channels with tools that help customers easily find answers, resolve common problems, and reduce contact center tickets and calls.
- **Shortens call-handling time** by helping agents to keep conversations short and accurate by proactively displaying relevant knowledge articles based on the actual topic.
- **Speeds up employee onboarding** by enabling new employees to get up to speed quickly with multiple practices by allowing them to find all the up-to-date information they need for their everyday work.

Content is often scattered across team-owned content systems, PDFs and employees' "tribal knowledge." Not only do delivery customers and employees get frustrated with trying to quickly find the information they need.

Eccentex's Smart Knowledge Base software gives you one unified, searchable place for information and insights so your team members can do their best work. This solution enables organization to:

- Author, publish, and govern content efficiently
- Intelligently suggest content fast
- Guide users through policies, procedures and troubleshooting steps
- Extend and integrate the solution to meet unique needs

Capture Knowledge

Rich Content Editor

Include YouTube, videos, forms, documents and pictures in your articles or go further with HTML, CSS and business rules.

Dynamic Content

Create dynamic elements within your articles that auto-fill depending on the content, such as pre-filling a talking script with the customer's real-time order information or personalized product suggestions.

Versioning

Maintain multiple versions of articles to protect against accidental changes to content.

Multiple Languages

Support a global audience and worldwide workforce by creating articles in multiple languages and locales.

Import from Microsoft Word

Simplify the article creation process for users who prefer a desktop writing experience by allowing them to use Microsoft Word.

Manage Knowledge

Article Reviews and Approvals

Instantly publish articles or go through a formal lifecycle process with drafts, approvals, publishing and expirations.

Multiple Spaces

Centrally manage and brand content for different product lines, departments, brand, audiences and roles.

Scheduled Publishing

Publish and expire articles based on schedules, initiate periodic reviews, and notify knowledge owners of stale content.

Role-Based Security

Control who's reading your knowledge base by making it public (accessible via internet) or private (requiring users to log in)

Analytics & Dashboards

Helps with understanding article engagement in terms of likes, dislikes, views and reads.

Rating & Feedback

Track the performance of each article by allowing readers to rate your content and provide feedback.

Use Knowledge

Knowledge Portals

Ensure customers and agents can quickly find the most useful information by eliminating the need to search multiple locations for content.

Customer Self-Service Portal

Enhance your customer satisfaction by developing a knowledge base for self-service that is appropriate for hosting user manuals, product documentation, and FAQ pages.

Contextual Help Widget

Embed a contextual help widget in your portals, applications, or contact center so users can find content without opening a new tab or separate window.

AI-Powered Deep Search

Search across the entire knowledge base, and not just article titles, thanks to a powerful engine that returns context-aware results.

AI-Powered Auto-Suggest

Suggest articles that may help an employee resolve a case based on a customer's recent transactions, their open tickets and other contextual data.

Scale Knowledge

Automation & Workflows

Launch workflows that create and update knowledge articles, route articles for review and approval, and publish articles to the appropriate channels.

Enterprise Single Sign-On (SSO)

Customize the look and feel for every one of your brands and products. Automatically serve content under the right context.

Extensibility with Low-Code

Tailor the knowledge base to fit your exact needs with low-code configuration, flexible UI, APIs, and developer-friendly tools.

Microsoft Azure or Private Cloud

Get started quickly by leveraging our powerful Azure-powered cloud or go with your own cloud for even more control.

Connect Knowledge

CRM Integration

Leverage knowledge articles to enhance customer service capabilities by providing agents with easy access to relevant information and best practices.

Case Management Integration

Link or automatically suggest knowledge articles to specific tickets, requests, or tasks in your case management solution.

Contact-Center Integration

Leverage customer data, location, intent and more to suggest context-aware articles directly to agents during a call or chat.

Chatbot Integration

Integrate with leading chatbot technologies to provide customers with immediate access to personalized knowledge articles.

Custom Portal Integration

Embed knowledge articles directly inside your existing portals or use platform APIs to query for relevant content.

Platform APIs

Perform a wide range of actions, such as creating, updating, and deleting knowledge articles, managing article versions, and searching for articles based on specific criteria.

Content Enrichment

Collect knowledge from all your source by pulling information from other systems right into your knowledge articles.



For more information, please visit us at eccentex.com

**Some features may require additional subscription or service*