



Empower your agents to provide customers with intelligent, accurate answers, faster.

Why Knowledge Base?

- Agents can respond faster and customers can find their own answers
- Improves the consistency and accuracy of responses
- Save time and hassle for your agents & customers
- Make the most of your existing knowledge assets
- Agents and users can search using their own words and style.

Your agents can deliver a better customer experience if they have immediate access to the right answers and are able to share them instantly. Getting everything onto one console is key — so the right response can be pushed into customer conversations in a few clicks.

Knowledge Base lets you share your knowledge with your customers to help them help themselves. It also helps agents to provide accurate, consistent and helpful responses across all channels.

How it works

Our experts work with your contact centre team to design appropriate Knowledge Base categories, import existing content and to write new content where necessary. We can import content from word documents, PDFs, text-files, spreadsheets or legacy knowledge base systems to give you a head-start.

That means your agents don't need to switch between systems to find answers for customers. They choose the best answer from your Knowledge Base and push it to the customer in a few clicks. It's all on the same screen - our agent console.

Content is contextually indexed so that the customer can search to find matching material to resolve their query themselves. Whether Knowledge Base is used by an agent or a customer, they can use their own words to interrogate the Knowledge Base. What's more it's intelligent. It learns from usage so it presents trending themes to match user searches or channel choice.

Key features

Driven by users - designed to grow in response to customers' enquiries. Questions not yet answered by the Knowledge Base are referred to agents for handling

Easy to update - a clear and realistic editor enables staff to include links and multimedia in Knowledge Base entries without needing to know HTML

Subject categories - content can be divided into subject categories and subdivided into more specific topic categories

Timed publication - content can be scheduled to go live immediately, or on a specified date in the future

Version control - full Knowledge Base content history is available for each entry, complete with time and owner stamp

Special announcements - create special announcements to highlight particular content, such as new product launches

Non-searchable text - questions and answers can be made non-searchable, so as to prevent answers containing specific words or phrases.

Four levels of Knowledge Base

Console Knowledge Base

For use in the agent console only and needs a separate database

Console, Internal & External Knowledge Base

For both internal facing information and customer facing knowledge/FAQs

Console & Internal Knowledge Base

For internal facing product or company-wide knowledge

Complete Knowledge Base

Scalable, branded customer facing knowledge/FAQs/SEO, internal knowledge and console integration.

Benefits

Boost satisfaction

Empower agents to respond faster

Retain knowledge

Even when agents leave, make sure their knowledge doesn't leave with them

Speak with one voice

Ensure all responses are consistent, professional and accurate

Reduce training time

Agents can be trained even quicker so your contact centre is more productive

Highly intelligent search engine

Allows users to interrogate the Knowledge Base in their own words and suggests the best paths for resolving an enquiry

Fully customisable

User interface, layout and graphic design

Works out of the box

You don't need to configure the search engine or do any knowledge engineering before you use it. We input the initial content for you and it is easy to update. Content is entered as simple question and answer pairs

Collaborative

All staff employed on the Knowledge Base can contribute content; all end users can offer feedback. Senior staff can oversee quality control

Grows in response to real needs

Tightly integrating feedback mechanisms and statistics

Smart indexing

Knowledge Base answers will appear in Google searches due to the way Eckoh indexes them.

A great fit with our other solutions

Web Chat – Don't risk losing your sale at the last moment. Be there to help your customer find out what they need to make the purchase.

Chatbot – Deliver a customer service that never sleeps, interact 24x7x365.

Email Management – Manage all your inbound and outbound emails and web forms in a flexible, intuitive way. Never miss another customer email or respond too slowly.



Our solutions are delivered via the Eckoh Experience Portal.

Knowledge Base works well with Chatbots, Web Chat and Email