

# RightAnswers Self-Service

## Improving the End-User Support Experience

For many Help Desk organizations, adopting a Self-Service solution that effectively incorporates a Knowledge Base consisting of both “industry standard” and company-unique Content is the key to reducing the number of calls to the Help Desk, lowering your Support costs, and improving overall end-user satisfaction. RightAnswers has developed an innovative Self-Service portal that provides an end-to-end, total solution in a “user friendly” manner to help end-users resolve incidents for which they previously would have called the Help Desk.

As an integral component of the RightAnswers Unified Knowledge Suite, **RightAnswers Self-Service** provides the software that fully integrates with our high-impact content, and value-added content and client services to help you meet your Help Desk business objectives, improve your time-to-value, reduce overall Total Cost of Ownership (TCO) and increase your Return on Investment (ROI). It consists of an intuitive user interface that improves the accessibility and effectiveness of your Content by enabling end-users to search for solutions contained within your Knowledge Base and, if needed, open incident tickets directly within your existing Help Desk management system.

### RightAnswers Self-Service

- Provides 24x7, online Help Desk support and availability.
- Reduces the number of calls to the Help Desk.
- Lowers the overall cost for Desktop Software support.
- Empowers end-users to self-resolve their incidents.
- Provides personalized, enhanced support for delivering related, useful and self-educating solutions (via features such as *FAQs*, *Did You Knows*, *New and Noteworthy*, and *My Favorites*).
- Allows you to post and manage “real-time” FAQs and Announcements.
- Utilizes a comprehensive Knowledge Base that combines RightAnswers-provided and company-unique Content.
- Provides an intuitive user interface that improves the accessibility and effectiveness of your Knowledge Base
- Provides Analytics to optimize effectiveness and productivity.
- Provides out-of-the-box integration with your Service Desk application for self-ticketing and online Incident Ticket status checks.
- Enables you to create and manage custom solutions and merge them with RightAnswers Knowledge-Paks®.
- Provides a browser toolbar to improve end-user adoption.
- Improves the effectiveness of incident and problem management processes in accordance with ITIL adoption.



### About RightAnswers

RightAnswers delivers the high-impact content, innovative technology solutions and value-added services to enable internal Help Desk organizations to improve the end-user support experience, increase support capacity and reduce overall support costs. With over 1.5 million licensed users, the RightAnswers' Unified Knowledge Suite solution enables quick problem resolution for both self-service end-users and support analysts.

Leveraging a unique blend of insight and experience, RightAnswers enables clients from numerous industry verticals, including enterprise manufacturing, media and communications, education, government, healthcare and utilities, to meet their overall support and business objectives.

For more information: BAI Systems & Engineering  
264 19th Street NW, Suite 2318  
Atlanta, GA 30363  
404.549.8053  
[www.baisystems.net](http://www.baisystems.net)  
[sales@baisystems.net](mailto:sales@baisystems.net)



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