

RightAnswers Support Analyst

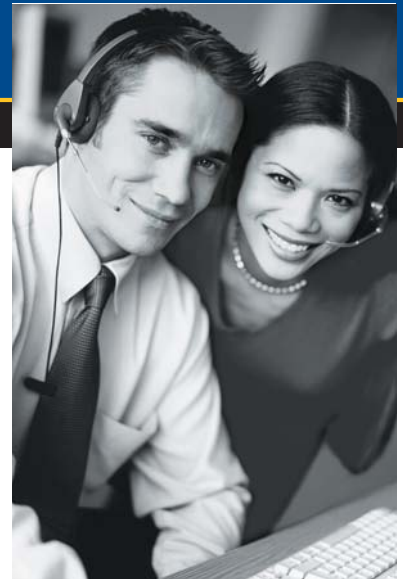
Increasing Support Analyst Efficiency and Effectiveness

RightAnswers Support Analyst is an innovative Support Analyst portal that provides a forum for support analysts to effectively resolve open incidents and access key IT resources for support. It consists of an intuitive user interface (built on the same technology as RightAnswers Self-Service) that improves the accessibility and effectiveness of your content by enabling support analysts to quickly search for documented solutions contained within your Knowledge Base and tie the solution to an open incident in your existing ticketing system.

RightAnswers Support Analyst is powered by RightAnswers' industry-leading Knowledge-Paks® for Support Analysts which are specifically designed for Level 1 and Level 2 support. It leverages your Knowledge Base by providing robust, "personalized" support to enhance the intimacy level between our software and your content. Utilizing RightAnswers Support Analyst, your analysts can access up-to-date statistics covering the most helpful solutions, easily navigate to other support site links, access key RSS feeds and monitor current usage statistics for the RightAnswers Self-Service portal.

RightAnswers Support Analyst

- Provides out-of-the-box, bi-directional integration with your Service Desk application for:
 - searching directly from a ticket
 - bringing resolutions back into tickets
 - submitting new solutions into the knowledge-authoring environment.
- Enables you to create and manage custom solutions and merge them with off-the-shelf solutions.
- Enables real-time solution feedback from Support Analysts by providing a direct link to the authoring environment.
- Provides a consolidated view of the support channels with a real-time view of end-user self-service activity.
- Allows you to post and manage real-time FAQs and Announcements targeting Support Analysts.
- Provides an intuitive user interface that improves content accessibility and effectiveness.
- Offers a "personalized" support analyst experience from the individual and group/role-based perspective.
- Supports subscription to content areas and features such as *My Favorites*, *My Top Solutions* and *My Recent Searches*.



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.

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