

RightAnswers Unified Knowledge Suite

Enabling Self-Service Across the Enterprise

The RightAnswers Unified Knowledge Suite enables organizations to cost-effectively improve the productivity and efficiency of their End-Users and Support Analysts while lowering the overall cost of support by:

- Providing a 24x7, online support channel
- Reducing calls to the Help Desk
- Improving first call resolution rates and minimizing call escalation
- Building an enterprise-specific library of solutions.

The Unified Knowledge Suite provides a “personalized” knowledge-driven Self-Service environment that creates a level of intimacy between RightAnswers' innovative software, high-impact content, and value-added client and content services. Our unique, end-to-end solution enables clients to leverage a dynamic and powerful Knowledge Base to improve the end-user support experience and increase support capacity while helping enterprises of all sizes meet their Help Desk business objectives, improve time-to-value, reduce overall Total Cost of Ownership (TCO) and increase Return on Investment (ROI).

Software

- RightAnswers Self-Service: a user-friendly portal, which integrates with your existing call management system, that empowers end-users to resolve incidents for which they previously would have called the Help Desk.
- RightAnswers Support Analyst: an innovative portal, which integrates with your existing call management system, that provides an intuitive environment for Support Analysts and Help Desk professionals to effectively resolve open incidents and access key IT support resources.
- Solution Manager: enables clients to effectively manage their enterprise Knowledge Base by editing existing RightAnswers Knowledge-Paks® or creating new company-unique Knowledge articles.

Content

- Knowledge-Paks® Library: Over 125,000 solutions covering 250 software applications, containing comprehensive application feature, functionality, and usage information.
- Custom Content Services: RightAnswers provides a full-range of knowledge-authoring services designed to develop and maintain “success-oriented” solutions for your company-unique content.

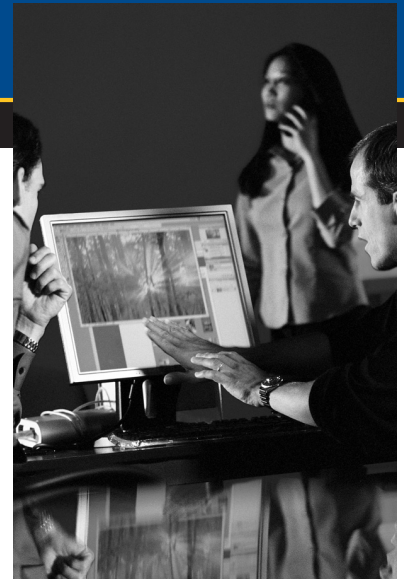
Services

- The RightAnswers Client Success program enables you to develop, deliver and maintain an effective Self-Service adoption strategy that meets your overall business objectives.

For more information, please visit www.rightanswers.com.

RightAnswers Self-Service and RightAnswers Support Analyst have been integral tools in helping us provide effective and consistent support for our clients. It has been a dynamic knowledge base for our support agents. Also, the Knowledge Success and Client Success services that RightAnswers provide make a significant impact to ensure a quicker time-to-value and greater return on investment for our self-service initiative.

Help Desk Manager, Bowdoin College



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.

**Right
Answers**
www.rightanswers.com