

NiCE Knowledge Management

Elevate customer experience with knowledge everywhere.

As part of the CXone cloud native platform, it brings enterprise knowledge together in one place and optimizes your organization's content to improve the customer journey across Internet search, extending across web pages, bots, digital channels, and agent workflows.

Empower your customers with the most relevant content for self-service success and faster, more accurate agent-assisted answers without transfers and call-backs. Give customers, agents, and AI instant access to trusted, governed knowledge to boost productivity, protect brand consistency, and make every customer journey a success.



Better self-service experience

Make your customers feel like experts

- Eliminate the frustration with today's self-service experience: Deliver knowledge and convenience to customers on their preferred channels and devices, and turn bots into smart AI-based agents grounded in trusted knowledge.
- Deliver knowledge (or answers) on demand, in product or at their fingertips so they can self-solve or self-diagnose before reaching out to an agent.
- Create customers for life: Positive customer engagement with product or service leads to more successful product adoption. More adoption and less churn lead to more upsell and overall higher customer lifetime value (CLTV).
- Boost CX for less: Improve customer experience with self-service across search, help centers, websites, mobile apps, and bots – low-cost automated channels vs. high-cost human channels.

The true start of most journeys

Meet customers at their Internet search

- Manage customer journeys where they really start and boost organic SEO: accelerate indexing by search engines to serve up content quickly to customers in search.
- Deliver the content customers need no matter where they are (company website, Internet search, etc.), or what device they're using (mobile, desktop, etc.).
- Let customers decide when, where, and how: Bring low-effort self-service experiences to mobile devices and search engines, websites, and chatbots. Give customers an immediate, on-demand option so they don't need to call or wait for an agent.



Benefits

- Boost self-service success rates: Engage customers with relevant product and service knowledge—right from search
- Improve CX and reduce customer effort with a branded self-service experience
- Improve first contact resolution rates: Give agents more context on what the customer has searched for and viewed before the conversation even begins
- Reduce costs through ticket deflection: It's lower-cost, low-effort support that empowers customers to become product experts in their own right
- Save time: Rapid development of a self-service knowledge base or support site, plus trusted content that stays current through governance and review, are the building blocks of customer experience excellence

Key features

- Smart knowledge self-service that makes the right self-service answers easy to find
- Extend product and service knowledge and content to all self-service experiences that customers turn to in moments of need—from search engines, social and digital channels, to chatbots, websites, and community forums, and agent workflows
- Unify existing product, service, and knowledge content into one source of truth for customers, Agents, and AI
- Enterprise scalability: Built to support even the largest contact centers, Knowledge Management automatically scales up or down based on site traffic, content, and resource needs without impacting overall performance
- Optimize customer experience based on actual user demand: identify content gaps and areas of opportunity for improvements to the customer journey, product, or service, while managing ownership, approvals, review cycles, and versioning at scale

Frustration out, knowledge in

Any channel, always available

- Smart knowledge management self-service simplifies content for the contact center, making agents happy and customers happier. Structured content practices optimize site speed and performance for improved SEO ranking.
- Global knowledge: Provide one source of truth for customers, agents, and AI across all your sites, brands, locales, languages, and product lines.
- Real-time capture and publishing: Create, manage, extend, and optimize knowledge that is immediately available to customers, agents, self-service bots, and AI-powered assistants.
- Optimize high-value content across channels and devices: Identify content gaps, adapt knowledge by audience, context, product, language, or journey stage, and map your knowledge management objectives to important business outcomes.

When your agents shine, your customer experience does too

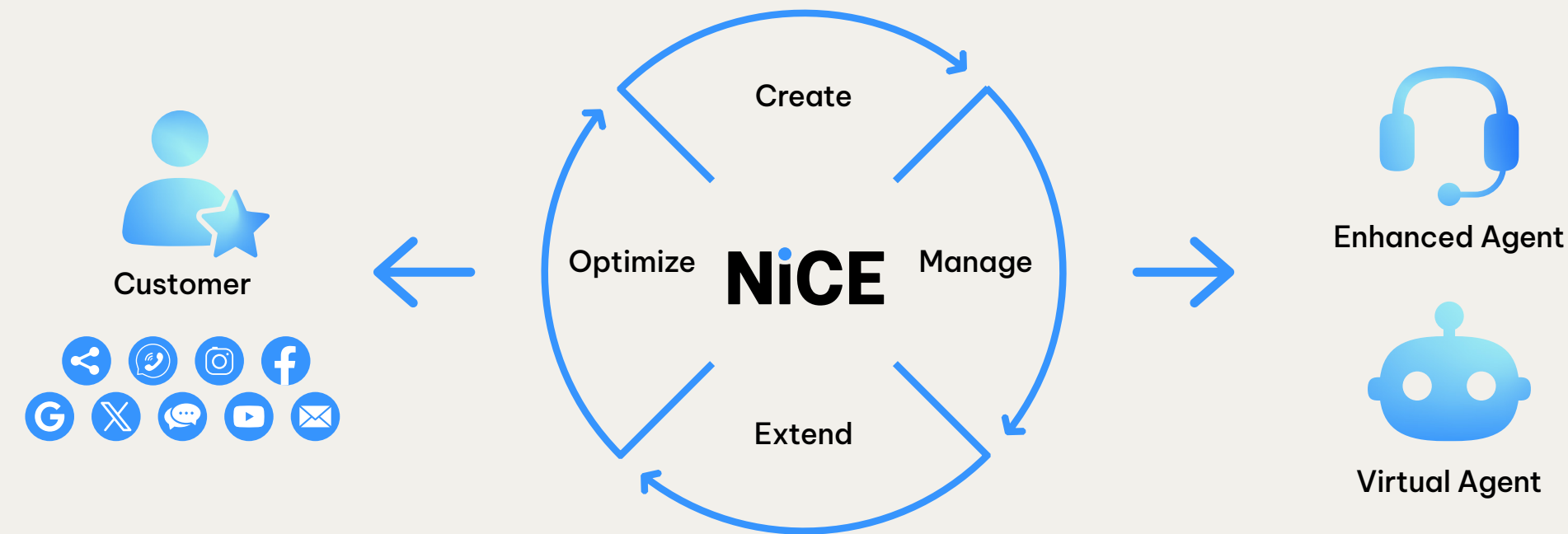
Keep agents two steps ahead.

- Reduce customer effort and frustration with well-equipped agents ready to assist your customers at the very first interaction. Customers don't have to repeat their problem and agents have more information which results in faster case resolution.
- Screen pops give agents the power to see what customers have searched for and seen prior to submitting a case, as well as suggested solutions based on the case subject line.

- Desktop integration: Extend your most important knowledge content right to the agents' workspace:
 - Contextual search based on ticket information
 - Customer context, including what they searched for and articles they've already viewed
 - Articles that have helped solve similar cases in the past
 - Copilot access to trusted knowledge directly in the desktop for grounded guidance and next-best answers



Extend knowledge wherever needed—from search engines, to CRMs, to web pages and bots—to ensure customers can find the answers they are seeking.



NiCE

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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