



What Analysts Say About eGain Solutions

Top score in the 2021 Gartner critical capabilities report for the CRM customer engagement center for digital engagement + knowledge management + automation of engagements

Top score for “current offering” (that is, product) in the **2021 Forrester New Wave** on Digital-First Customer Service

Customer Success at Scale

BT transformed their customer service operation across thousands of contact center agents and hundreds of stores with eGain Knowledge Hub.

Top-rated artificial intelligence knowledge management software

eGain Knowledge Hub™, the top-rated, analyst-awarded knowledge management software, guarantees quality customer service by infusing your customer service agents with knowledge, making all agents as productive as your best ones. By providing agents and other users a range of ways to get to information from the common knowledge base, it ensures fast, consistent, and accurate answers.

Intelligent knowledge management systems for customer service are leveraging Artificial Intelligence (AI) to find answers to customer questions, guide processes, and help in decision-making. This is a win-win-win — for the customer, the agent, and the business.
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One solution, many tools

The customer service knowledge software unifies in it many knowledge management tools, like content management (CMS), search, artificial intelligence, workflow management, knowledge analytics, and others. Using the right knowledge management software ensures you have the right tools to serve the right answers to customers in their time of need.

Personalized knowledge base access for agents

eGain's mature knowledge base software enables both novice and expert agents to find answers, easily and efficiently. Based on the role (Level 1, Level 2, etc.), the agent can view appropriate levels of information while using different methods to access the knowledge base. For example,

- A **novice agent** could be made to go through an interactive Q&A session where the AI-based guided help interface would handhold them to a resolution of the customer issue.
- An **expert** on the other hand, would use the browse-and-search access mode to complement the guided help interface to be more efficient.
- And the business **administrator** can set up roles for agents that determine their ability to create and document new knowledge into the system.

Very soon the system allows agents to not just multitask, but taken on multispecialty roles and the savings in speed to competency and efficiency speak for themselves.

Best practices-embedded

The software benefits from all the best practices developed during successful knowledge management implementations for more than 300 leading enterprises across the globe. It has helped hundreds of companies save millions of dollars while cultivating increasingly happy customers.

Integration with call tracking systems

To improve the call set up and wrap up process, the knowledge management software includes out-of-the-box integration with its own, and leading, call tracking applications. During call set up, the IVR data can be captured to pre-populate questions so that the agent can get a running start on the issue resolution process. After the call, the resolution transcript from the KM system can be automatically saved in the call tracking system along with the service request. This results in speeding up wrap up and ensuring high-quality data for reporting and feedback, a great way to improve call center productivity.

Quality content, maintained at low cost

Successful and effective knowledge management starts with quality content. Poor quality knowledge — stale, irrelevant, or incorrect — result in customer dissatisfaction and poor agent adoption. eGain Knowledge Hub is based on a unique collaborative knowledge management framework. It allows distributed content creation and editorial workflow that enables cost-effective management.

Any user, based on roles set by the business, can easily suggest content into the application. The content is routed through efficient workflow to ensure consistency and quality. This powerful flexibility allows companies to adapt to customer needs and behavior on the fly. Using self-organizing techniques, the knowledge application offers relevant answers to customer requests based on dynamic relevance ranking and user feedback.

Integration with third-party systems for knowledge reuse

The knowledge management software allows you to leverage or reuse existing content across your enterprise through **eGain Content Adapter™**. A powerful integration tool, it makes information from diverse sources, such as Lotus Notes, Microsoft SharePoint, legacy content systems, CRM systems, available in a consistent format to all your users, along with the knowledge within the eGain knowledge framework. The adapter is compatible with over 100 file formats so that existing enterprise data can be easily leveraged in resolving customer issues. External content, or parts of it, can also be easily suggested as new content for the knowledge base. This tight integration further lowers the cost of maintaining the knowledge base.

Powerful reporting and management features

The software's extensive reporting and management features measure agent effectiveness and guide knowledge improvement. **Knowledge analytics** enable you to incrementally enhance your knowledge base based on agent feedback. Reports created from wrap-up data help to manage and plan your contact center workforce training and staffing requirement. Finally, knowledge creation and maintenance reports allow you to easily set content contribution goals and usage-based incentives for employees and subject matter experts. The reports have built-in drilldown capabilities and can be exported for further analysis and presentation.

Support global deployment with a multilingual, scalable solution

eGain Knowledge can handle multilingual content. It supports localized interfaces in multiple languages. Also, the solution scales to handle several thousand concurrent agents in a distributed configuration. This gives a high level of flexibility to the organization.

Pre-integrated with leading customer relationship management (CRM) and contact center solutions

eGain Knowledge Hub is pre-integrated with the leading customer relationship management (CRM) and contact center solutions, including [Salesforce](#), [Microsoft Dynamics](#), [SAP](#), [CISCO](#), [Avaya](#), ServiceNow. These out-of-the-box integrations allow organizations to quickly deploy the award winning next generation knowledge management solution within these desktop applications.

[eGain Knowledge Hub is now available on SAP® Store](#)

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