

Knowledge designed to evolve with your business

Knowledge Creator No code or html knowledge required. Pre-packaged templates and designs.

Single Sign On Secure login to match your organization's authentication.

Online Learning Create comprehension quizzes. Track and report on results.

Notifications Alert your teams to critical changes in your business.

Workflow Review and approve content. Schedule regular Audit reviews.

Reporting Run standard knowledge reports for users, usage, workflow and more.

Analytics Visually graph a number of your key knowledge reports.

Collaboration Hub Advanced feedback management for continuous improvement.

Live Chat Extension Handle multiple enquiries simultaneously with enhanced design.

Share Content to Web/Portal Deliver existing Panviva content via API to other channels.

Screen pop from IVR/CRM Proactive push of knowledge based on customer or agent actions.

Connection to the Microsoft Power Platform Low code options to automate business flows with knowledge.

Teams Bot (Nugget) Available in the Teams App Store - ready to use bot. No code required.

Curate Microcontent Snippets of personalized knowledge from a single source of truth delivered to IVR, CRM and bot.

	KNOWLEDGE ESSENTIALS	KNOWLEDGE UNITED	KNOWLEDGE ANYWHERE
	Built for organizations focused on agents knowledge.	Built for organizations who want to connect their knowledge with other applications.	Built for organizations with robust knowledge and digital strategies.
Knowledge Creator	●	●	●
Single Sign On	●	●	●
Online Learning	●	●	●
Notifications	●	●	●
Workflow	●	●	●
Reporting	●	●	●
Analytics	●	●	●
Collaboration Hub	●	●	●
Live Chat Extension	●	●	●
Share Content to Web/Portal	●	●	●
Screen pop from IVR/CRM		●	●
Connection to the Microsoft Power Platform		●	●
Teams Bot (Nugget)			●
Curate Microcontent			●