

Don't struggle with managing content your business doesn't need



You rolled out a knowledge management system so that:

- | Your employees can easily find the knowledge they need.
- | Your customers receive quick, accurate answers.

Creating a content review process is vital to keeping your knowledge up-to-date and ensuring its continued usage by your customer service agents.

Up-to-date, high quality, compliant content increases the adoption of your knowledge management system.

What is a content review process?

See the 3 main steps:



1

Gather your knowledge dream team

An effective content review process has clearly defined roles and the right people filling them:

- | **Knowledge authors** – responsible for drafting and maintaining the knowledge content.
- | **Subject matter experts (SMEs)** – responsible for reviewing and contributing to the knowledge.
- | **End users** – employees who use the knowledge should be leaving feedback regarding its helpfulness, accuracy, and where it needs improvement.
- | **Knowledge manager** – oversees the entire knowledge discipline.

2

Take stock of your content

- | **Take inventory** of your existing knowledge so you know what you have.
- | For each piece of content, **assess** whether you should keep it, revise it, or remove/archive it.
- | **Look for gaps** in your knowledge to see if there is any new content needed.

3

Make it look good

Create a simple checklist to determine what reviewers should look for in assessing your knowledge.

Some items to include:

- | Does the content meet a user need?
- | Is the content redundant or duplicate?
- | Is the content out-of-date?
- | Are there grammatical errors or typos?
- | Is the format easily readable?

Define a regular schedule for your content reviews. The optimal frequency depends on how quickly your knowledge changes. For some organizations an annual review is sufficient, while other organizations may need to review their content twice a year. *(Of course, that's in addition to making immediate updates when regulations or processes change.)*

Get the step-by-step guide to implementing a repeatable content review process, with tips for effective knowledge creation

Download the Guide Now