RightAnswers



Enhance ServiceNow

with powerful knowledge management in the cloud

Results achieved with RightAnswers and ServiceNow



(FCR)

self-service success

85%

end-user satisfaction

90%



RightAnswers is NOW-certified

The only knowledge management software validated by ServiceNow for its performance, security and seamless interoperability

RightAnswers extends the capabilities of the ServiceNow service desk

Federated search

Empower agents to find the knowledge the need from across the enterprise and display



results in one place



Gamification

Assigning points to action can improve adoption and engagement

Knowledge quality indicator

Built in customizable knowledge quality checks and tool tips ensure authors create articles that adhere to your content standard



Harvest correct answers from peer-to-peer community and MS Teams conversations to create articles quickly and easily

Reporting and analytics

Monitor and continually improve you knowledge program with extensive reports and dashboard



Self - Service

Enable Self-Service to enable customers to access simple knowledge 24/7 and reduce your inbound contacts

...and much, much more

We have the solutions, you get the choice

Get all the capabilities of RightAnswers, including knowledge creation, web and mobile self-service, analytics and collaboration tools

Or just take our knowledge for IT support: 40,000 knowledge solutions migrated into ServiceNow

RightAnswers

Get signed up for your free evaluation

Get started

Upland helps global businesses accelerate digital transformation with a powerful cloud software library that provides choice, flexibility, and value. Our growing library of products delivers the "last mile" plug-in processes, reporting, and job specific workflows that major cloud platforms and homegrown systems don't provide. We focus on specific business challenges and support every corner of the organization, operating at scale and delivering quick time to value for our 1,700+ enterprise customers.

To learn more, visit www.uplandsoftware.com.

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