Enhance ServiceNow
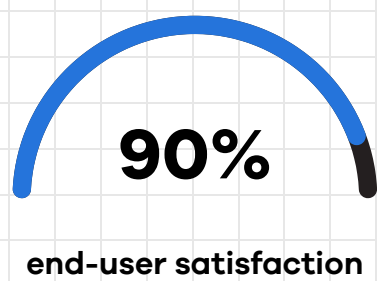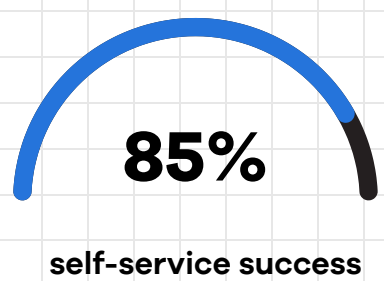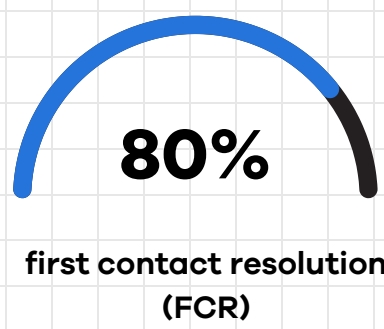
with powerful knowledge management in the cloud

Results achieved with RightAnswers and ServiceNow

80%
first contact resolution (FCR)

85%
self-service success

90%
end-user satisfaction

RightAnswers is NOW-certified

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

Automatic knowledge creation
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

upland **RightAnswers**

Get signed up for your free evaluation

Get started