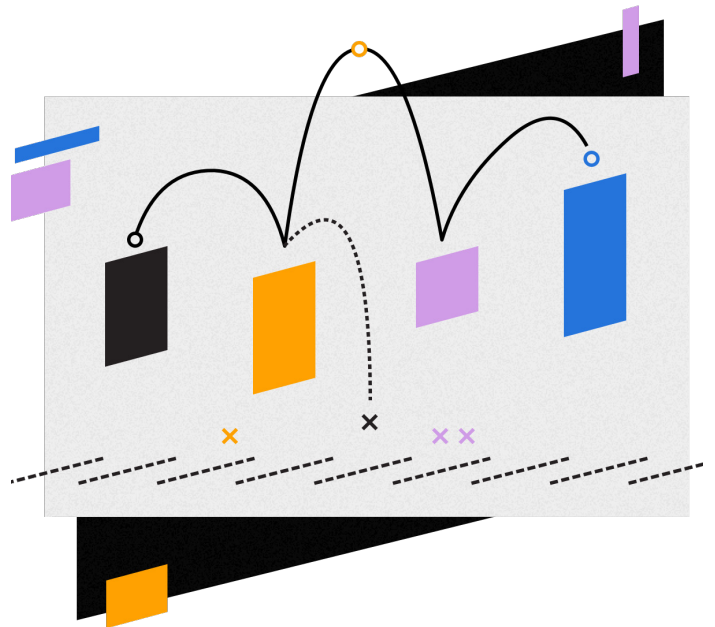


When a wrong answer becomes a regulatory event.

In national banking, every agent interaction carries compliance weight. Here's why knowledge fragmentation is your highest-volume risk, and what eliminating it looks like.



The scenario your agents live every day

The Overdraft Dispute

A customer calls to dispute an overdraft fee. The agent opens the CRM, searches the intranet, and checks a shared drive — three systems, two conflicting policy articles, one referencing a product discontinued in the last acquisition. Under time pressure, the agent makes a judgment call.

It contradicts what a colleague said on a prior call. A CFPB complaint is filed within the week.

The Regulatory Update

Compliance pushes a Regulation E update to the intranet on a Monday. By Thursday, 40% of agents are still quoting the old timeline — the update didn't surface in CRM search results, and the previous article was never retired.

The examiner's review three weeks later flags seven recorded calls with incorrect disclosures.

These are not training failures or hiring mistakes. They are knowledge infrastructure failures. At national bank scale, a fragmented knowledge environment is a measurable operational and compliance liability that compounds with every interaction.

Why knowledge breaks down at scale in banking

Post-merger fragmentation

Regulatory change velocity



AI without governance

Multi-LOB complexity

Knowledge is becoming AI infrastructure. The accuracy of every AI tool in your contact center is determined entirely by the health of the knowledge it draws from. Ungoverned knowledge doesn't get better with AI. It fails faster.

Our Big Difference for Banking?

Full knowledge lifecycle | Built for regulated environments | First KCS verified platform



Create and ingest

AI-assisted authoring turns resolved cases into structured knowledge—85% faster.



Generate and improve

AI delivers accurate answers from verified content—with BYOAI options and ongoing improvements from agent feedback.



Search and surface

Surface verified answers instantly with federated search across all content and systems.



Govern and manage lifecycle

Ensure compliance with OCC, CFPB, and Federal Reserve standards through automated governance, user permissions that control who can access or create knowledge, and robust content lifecycle controls.

49%

Faster agent search speed across all knowledge sources

80%

AI-generated search response accuracy

4X

Faster issue resolution with governed knowledge delivery

Why National Banks Choose RightAnswers

First KCS v6 Verified Platform

Structured methodology that makes knowledge improvement continuous, not periodic.

BYOAI + Full Governance

Bring the AI model you trust. Every answer is grounded in verified, approved, auditable content, *not* an unchecked model output.

Federated Search — One Answer, Every Source

CRM, intranet, regulatory docs, product guides — one search surfaces the current, approved answer. No tab-switching or version confusion.

Examination-Ready Audit Trail

Every version, every approval, every update documented. OCC and CFPB examiners see a governed knowledge environment, not just a shared drive.

25 Years Enterprise Knowledge Leadership

KMWorld AI 100 recognized. KCS-certified expert team. Built for the complexity of regulated, enterprise-scale environments.

Ready to see it in action?

Talk to a knowledge management expert who understands the regulatory realities of national banking.

[Request a Demo](#)