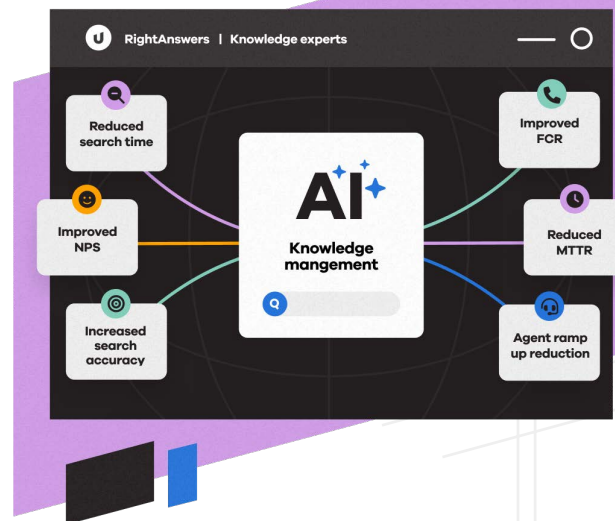
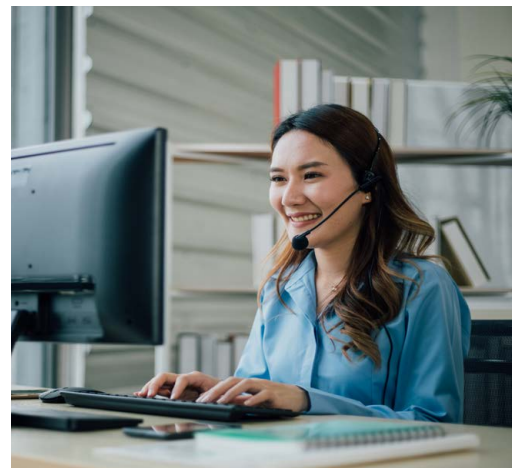


Stop the ticket flood before it starts.

Faster resolutions with answers employees can trust.



Empower your help desk. Enable the whole business.



Make knowledge easy to access.

From password resets to system errors, RightAnswers helps your IT team handle issues with less effort and more consistency.

- Centralize tech support articles, how-tos, and policies in one searchable location.
- Deliver accurate answers based on approved, trusted internal knowledge.

Help employees quickly with confidence.

When employees get the answers they need the first time, everyone wins. RightAnswers helps IT teams reduce ticket load so they can focus on high-value work.

- Share the same answer across chat, portal, or service desk.
- Eliminate conflicting documentation across systems.

Create knowledge in minutes.

- | Capture article content directly from tickets or emails.
- | Create publication-ready articles in seconds.
- | Use templates to support common request types.

Enrich knowledge with confidence.

- | Identify outdated or overlapping content automatically.
- | Highlight updates between versions for quick quality review.
- | Keep internal documentation aligned across IT and other teams.

Deliver answers anywhere.

- | Connect knowledge with 20+ out-of-the-box integrations across ITSM, chat, portal, and email.
- | Support employees with browser-based access to articles.
- | Embed answers directly into employee-facing tools.



RightAnswers' product is fast, responsive and flexible to our needs. We use it to provide service across thousands of customers 24/7.

Verified Reviewer
G2



Knowledge management is our DNA.

With decades of experience supporting IT and shared services teams, we know how to help you move fast and keep knowledge accurate.

- | First KCS v6 Verified knowledge management platform
- | 10+ year average customer tenure
- | 8.2 average NPS score
- | Dedicated customer success, business reviews, training workshops, and complimentary educational resources

Business results you can easily measure.

Real results from our customers.

- | **80%** of tickets solved at first-level
- | **70%+** self-service success
- | **Lower ticket volume** and faster resolution for common issues

90%

Faster Mean Time to Know

Trusted by top brands



PAYCHEX®

VOYA®
FINANCIAL

Ready to make knowledge your competitive advantage?

Speak with a knowledge advisor to find out what RightAnswers can do for you.

Let's talk

RightAnswers is a KCS v6 verified knowledge management platform for enterprise customer support teams. The world's top-performing frontline support and knowledge teams trust RightAnswers to reduce escalations, strengthen self-service, and deliver better customer experiences at scale.

