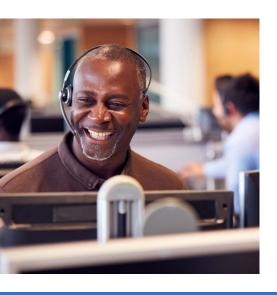# Your success is our business.

Built on 25+ years of knowledge management expertise and hundreds of successful rollouts.

Our commitment

With us, your implementation isn't just a project with a task list. It's the start of a partnership. We work side by side with your team to set the right goals, design processes that stick, and empower your people to succeed.

The result

A smooth implementation, strong adoption, and results you can see.

Benefits

Personalized path to success: Set business objectives and success metrics shaped by real input from your users, admins, and executives.

Adoption that lasts: Drive usage with smart configuration, optimized workflows, and targeted training.

Measurable ROI: Track progress and outcomes across your projects to show results.

Momentum that spreads: Share best practices and success across teams, departments, and regions.

Engagement phases

Our approach is built to move you quickly from kickoff to results while keeping your team engaged every step of the way.

1 Project planning and kickoff

We bring the right people together to align objectives, roles, and responsibilities. From there, we focus on onboarding strategies, training plans, and integration requirements.

2 Deployment and configuration

We install and configure RightAnswers in two environments with customer verification before promoting to live use: Development, and Production. Standard out-of-the-box configurations include:

- Core system setup and branding (logo, style, portals)
- User group creation, role mapping, permissions, and authentication setup
- Case management/help desk integration
- RightAnswers Knowledge Explorer (RAKE) or federated knowledge source setup (if included) to capture knowledge that is stored external to RightAnswers
- Streamline content migration with expert-led training and additional support that ensures content quality and faster user adoption

3 Training and knowledge transfer

Individual and group training sessions are designed to help your frontline agents and knowledge team get the most out of basic and advanced features. Training is delivered by our team of experts through a mix of online and self-paced tutorials.

Standard training programs

- Content Conversion Workshop
- Content Best Practices
- Taxonomy & Segregation Workshop
- Custom Workflow Training & Design
- Roles, Workgroups, and Portal Groups
- Solution Manager I: Basics
- Solution Manager II: Advanced Functionality & Solutions
- Solution Manager III: Management & Administration
- Administration Console
- Support Agent and Self-Service Portal Functionality
- Reports

Why partner with us

Our implementation services are proven, practical, and built on experience that's tough to beat. With over 25 years of expertise, we're deeply passionate about the way knowledge can transform your organization.

- First KCS v6 Verified knowledge management platform
- 25 languages supported
- 20+ integrations out-of-the box
- 10+ year average customer tenure
- 8.2 average NPS score
- Purpose-built AI tools designed to keep humans in control

> *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

Business results you can easily measure

When knowledge works, results add up – and we've helped hundreds do it.

- **88% increase** in First Contact Resolution
- **70%+** self-service success
- **41%** call volume reduction
- **$4M operational savings** per year

90%
Faster Mean Time to Know

Ready to get to work?
Reach out to your dedicated Account Manager today.