U RightAnswers

RightAnswers X, your dynamic way to access knowledge across the enterprise

The RightAnswers X browser extension reimagines integrations to bring the power of your knowledge base anywhere your team works.

Key benefits

Save time and money.

No coding. No costly development. No broken integrations. Just download the browser extension to bring knowledge sharing to any site or application on the web.

Deliver a consistent UX.

Whether it's ITSM tools, CRMs, websites, web apps or email platforms, RightAnswers X gives users access to knowledge in a consistent way every time.

Find answers anywhere.

Get articles that meet your needs in whichever browser-based app or website you are using. Knowledge is no longer tethered to just one place.

Accelerate knowledge.

Get articles that meet your needs in whichever browser-based app or website you are using. Knowledge is no longer tethered to just one place.

Capture knowledge fast.

Capture essential knowledge from any browser-based app or website in three steps and share it in minutes.

Who will get the most from RightAnswers X?

Simple: anyone who uses a web app or website in their daily work.

We all use browsers to find useful knowledge, whether through external websites, your company's intranet, or emails. Now when new information needs to be added to the knowledge base, users can simply highlight the text and send it to Solution Manager to start creating an article in seconds. RightAnswers X delivers answers wherever teams need them.

Service desk agents using multiple web applications

Support teams using websites to serve customers

HR staff looking for employee information in Microsoft Office applications

FAQs

How much does it cost to use RightAnswers X?

Great news, there is no cost for existing RightAnswers customers.

How do I access the browser extension?

It's easy! Reach out to your Customer Success Manager (CSM) to get started.

What integrations are available OOTB?

To start we have popular web applications/ websites including Jira, Zendesk, ServiceNow, Gmail, Outlook Online, Office Online, Stack overflow, Microsoft support and Wikipedia, with more coming soon.

What if our browser-based tool isn't available as an OOTB integration?

No problem, the support team can work with your CSM to set up additional configurations.

Do I need to engage other vendors to set it up?

No, this amazing new method of building integrations means that there are no modifications or installations into the third party platforms which makes deployment much easier.
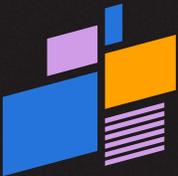
Does RightAnswers X track all internet usage within the browser?

No, we believe privacy is important. RightAnswers X does not track the users internet browsing or access any personal details from their browser.

Is it KCS compliant?

Yes, one of the key elements of KCS methodology is to be able to access knowledge easily in the workflow. RightAnswers X also aligns to the 'search early, search often' principle when configured to return results from the description field in a CRM/ITSM tool. The in-app capture can also help to speed up knowledge creation if relevant information is found elsewhere and needs to be added to the knowledge base.

Ready for RightAnswers X?

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

Request a Demo

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.