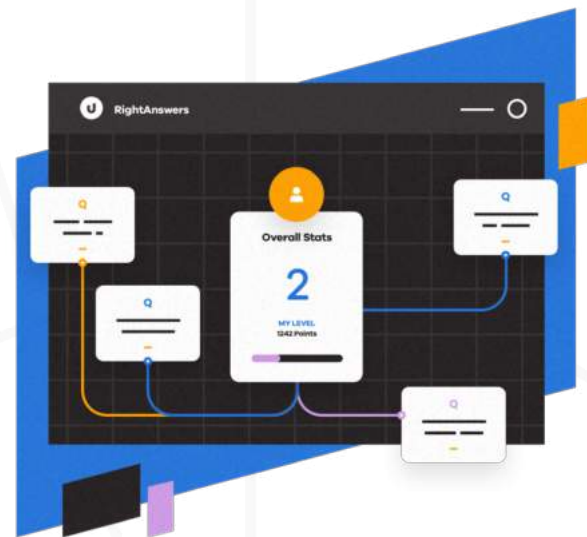
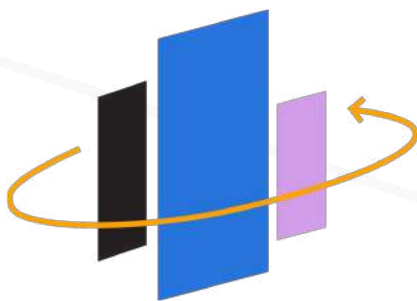


## Get the Right Answers to the Right People at the Right Time



*"RightAnswers knowledge is better written and more consistent than what we tried to write ourselves, and the time savings is huge. The detail is sufficient to avoid opening an incident, which is our main goal."*

**RightAnswers increases IT help desk and customer service agent productivity, improving employee and customer experience with a centralized knowledge hub to create, maintain, and find relevant information quickly.**

We enable leading organizations to deliver amazing IT support and customer service experiences.

### **Agents Are Awesome**

A centralized, searchable knowledge base turns your IT support and customer service agents into subject matter experts by putting knowledge of all products and services at their fingertips. This cuts the time agents spend searching for answers, reducing training time and support costs.

### **Customers Keep Coming Back**

Our cloud-based knowledge management and self-service platform drives customer loyalty by instantly providing relevant information across support channels, including web, mobile, and chat.

### **Employees Are Empowered**

Our Enterprise Knowledge Hub improves organization productivity and lowers internal support costs by enabling your employees to find, create, and share company knowledge more intelligently.





## Sharing Corporate Knowledge Transforms Productivity

Providing the right answers to the right person at the right time improves customer and employee satisfaction. RightAnswers partners with you on your knowledge journey, empowering you to scale cost-effectively and provide the best customer service every time, over all your channels.

## Tuned for the Needs of Your Business

### For Self-Service IT Support

Web and mobile self-service can be loaded with our Knowledge-Paks® library of more than 90,000 accurate knowledge solutions to the most common issues your users have on more than 600 of the most widely used off-the-shelf software applications.

### For Empowering Contact Centers

RightAnswers supports clients with tens of thousands of customer service representatives, facilitating hundreds of millions of searches per year.

### For Enterprise-Grade Support

With Enterprise Knowledge Hub, all departments can contribute to the centralized knowledge base, accessible by all channels.

## Key Features

### Dashboards Provide Key Information

RightAnswers Dashboards provide a quick summary of key knowledge management indicators across your organization.

### Agent Portal Streamlines Workflow and Enhances Efficiency

RightAnswers' Agent Portal provides a great experience that increases adoption of your knowledge base.

### Web and Mobile Self-Service

Customers want self-service options, and RightAnswers Web and Mobile Self-Service portals deliver a customized brand experience.

### Create and Share Knowledge Effectively

Solution Manager lets authors personalize solutions for different audiences, such as agents, customers, and employees.

**For more information on RightAnswers,  
visit [uplandsoftware.com/rightanswers](https://uplandsoftware.com/rightanswers)**

## Who We Work With



## Committed to Knowledge-Centered Service (KCS®)



RightAnswers knowledge management software is Knowledge-Centered Service (KCS) Verified V6 – the highest level of KCS certification.

## About Upland Software

*Upland Software (NASDAQ: UPLD) is a leading provider of cloud-based Enterprise Work Management software. Our family of applications enables users to manage their projects, professional workforce, and IT investments; automate document-intensive business processes; and effectively engage with their customers, prospects, and community via the web and mobile technologies. With more than 10,000 customers and over 1 million users around the world, Upland Software solutions help customers run their operations smoothly, adapt to change quickly, and achieve better results every day.*