

Pega Knowledge

Consistently answer customer questions using knowledge and communities

A Pega Datasheet

Centralized, accurate, and consistent answers for customer questions

Pega Knowledge™ is a centralized solution that helps provide quick, accurate, and consistent answers to customer questions. Using knowledge articles and community discussions, customers and CSRs can find answers to questions, which your company can manage centrally. You no longer have to rely on institutional knowledge that can leave whenever an employee does or be stuck delivering inconsistent answers depending on channel, time, or location. Pega Knowledge solves these problems and enables you to:

- **Deliver answers quickly**
Provide answers to customers quickly, whether a customer is searching for answers on their own or a CSR is helping a customer find an answer through a knowledge repository and a customer community.
- **Improve answer consistency and quality**
Ensure that answers provided to customers are accurate and consistent regardless of channel.
- **Increase customer engagement**
Give your customers a chance to add recommendations and become advocates for your company.
- **Centralize information**
Reduce time spent handling multiple edits and searching for answers with combined information in a centralized location.
- **Setup quickly and easily**
Get your knowledge and communities solutions to market quickly.

Challenge

Without knowledge management capabilities, it can be difficult for businesses to collect and combine key pieces of information from multiple internal and external sources which are needed to answer customer questions. A lack of centralized information leads to inconsistent answers to questions depending on the agent, channel, or location and unhappy customers.

Solution

Unlike other knowledge management software, Pega Knowledge gives you the ability to help CSRs and customers find relevant answers when they need them, all from a single location. Pega Knowledge™ also captures and routes feedback to authors, helping authors be more effective creating, updating, publishing, and suggesting content to help customers.

Centralized, consistent, and accurate information

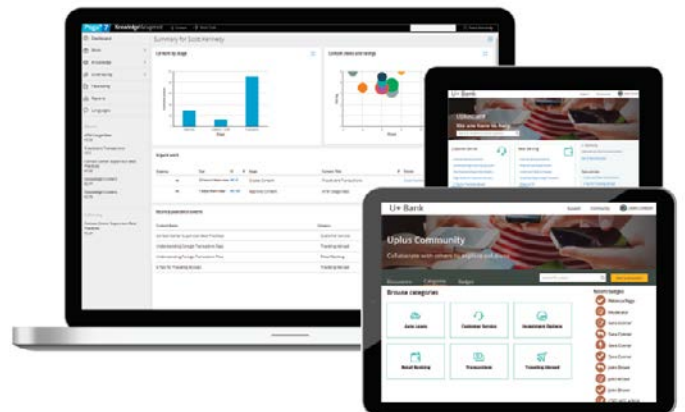
- **Holistic information**
Deliver information for your CSRs and also a customer community so your clients and CSRs can access useful information.
- **Relevant content suggestions**
Suggest the right content at the right time for agents and customers.
- **Ratings, feedback, reporting**
Drive continuous improvement and ensure articles remain useful with instant visibility on how often your content is viewed and how it is rated by end-users.
- **Taxonomy**
Utilize flexible taxonomy categories across your knowledge base and community to logically classify and group content and discussions.
- **Tagging, links, and attachments**
Enhance search effectiveness and expedite the search process with tagging and add useful information to discussions and/or articles using links and attachments.

Simple authoring, updating, and editing

- **Content authoring and editing**
Give authors, approvers, and publishers the tools and authority to create rich content.
- **Approvals and publishing**
Enable content approval and publishing process to ensure quality and control.
- **KM self-service site deployment tool**
Quickly configure self-service site using a configuration tool that auto-generates embed code for cut and paste deployment.
- **Build for Change®**
Make changes to suit your company and customers' needs easily by leveraging Pega's visual drag and drop functionality without code.

Quick, powerful, and secure

- **Accelerated time to market**
Deliver a powerful and simplified solution that enables managers to easily suggest content to CSRs and customers in order to help answer their questions.
- **Unified solution**
Pega Knowledge™ is part of the unified Pega Customer Service™ application and connects seamlessly with the Pega Platform™, Pega Chat™, and other interaction channels allowing you to keep track of your customer's context whenever you are providing assistance.
- **Content security and access**
Control content visibility through flexible security features.



Monitor which articles and posts are the most useful. Set up communities for customers to interact. Provide KM help sites for CSRs to use.