

# RightAnswers Reports Record-breaking Growth in 2015

*Exceeds Annual Projections; Technology Partners and Client Referrals Clinched Major Deals*

EDISON, NJ, USA, March 10, 2016 /EINPresswire.com/ -- [RightAnswers, Inc.](http://RightAnswers.Inc.), the #1 provider of cloud-based software for knowledge management, web and mobile self-service and social knowledge, announced record growth

and its best performance ever in 2015.



“We are thrilled to report our best year ever,” said Jeff Weinstein, President and CEO, RightAnswers. “We not only signed several major clients, but existing clients also significantly extended their scope of using RightAnswers in unique ways across the enterprise.

This confirms that we are providing software and services that enable our clients to achieve their business goals.”



We are excited about 2016 and the innovations we are planning to introduce into our products, which will further improve the experience for our clients and make us an even more attractive platform.

*Jeff Weinstein, President and CEO, RightAnswers*

Partnerships with technology solutions such as NetSuite, Salesforce and ServiceNow, and collaborations with resellers fueled RightAnswers' growth.

Due to an increased focus on companies in the customer service space, revenue from sales in that market increased significantly in 2015. Major new clients in 2015 are in the technology, financial services, healthcare, business process outsourcing (BPO) and government sectors.

## New software developments in 2015

- A brand new experience for authors and agents, with a new look-and-feel and more intuitive navigation
- Consolidated view of knowledge from different sources, including the traditional knowledge base, social knowledge and federated knowledge, giving a holistic view of knowledge and quicker, more effective searches
- Out-of-the-box gamification to drive agent adoption of knowledge management, increase self-service usage and promote social forums
- An automated Knowledge Quality tool to ensure the helpfulness of knowledge articles, measuring articles for conformance to KCS Article Quality Index (AQI), custom guidelines and industry best practices
- New analytics dashboards geared toward users at different levels of the organization, providing at-a-glance performance indicators and quick links to common tasks and items requiring action

RightAnswers is the industry's only system-agnostic [Knowledge-Centered Support \(KCS<sup>SM</sup>\)](#) Verified V5 software since 2012, and in 2015 extended its commitment to KCS as the only software provider authorized by the Consortium of Service Innovation to provide KCS workshops and certification to its clients. Its quarterly KCS Roundtables led by a certified KCS Trainer drive clients' success using the KCS methodology.

#### Industry Awards and Accolades

RightAnswers' flagship product, the [Enterprise Knowledge Hub](#), was recognized in 2015 by industry experts as the leading knowledge management solution:

- Customer Product of the Year Award
- KMWorld 100 Companies That Matter in Knowledge Management
- CUSTOMER Contact Center Technology Award
- TMC Labs Innovation Award
- KM Promise Award Finalist
- Customer Experience Innovation Award

"We are excited about 2016 and the innovations we are planning to introduce into our products, which will further improve the experience for our clients and make us an even more attractive platform for a wider range of companies and for our technology partners," stated Weinstein.

(KCS is a service mark of the Consortium for Service Innovation.)

#### About RightAnswers

RightAnswers is the #1 provider of cloud-based knowledge management, web and mobile self-service and social knowledge solutions for improving customer service, IT support and enterprise-wide collaboration. Our flagship product, the Enterprise Knowledge Hub, promotes knowledge-sharing across your organization, increasing employee engagement and your overall productivity and efficiency. Our 450+ clients around the globe use RightAnswers seamlessly integrated with their CRM, ITSM or other enterprise software to provide outstanding customer experiences while saving millions of dollars a year. To learn more visit [rightanswers.com](http://rightanswers.com).

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