

RightAnswers Receives Latest CRM Certification

*Knowledge Management Software
Verified for Interoperability with Latest
Version of Leading CRM*

EDISON, NJ, USA, May 12, 2016
/EINPresswire.com/ -- RightAnswers,
Inc., the #1 provider of cloud-based
software for knowledge management,

web and mobile self-service and social knowledge, today announced it has been verified by NetSuite for interoperability with NetSuite CRM version 2016.1.



“NetSuite is a key technology partner for RightAnswers,” said Bill Pollie, Executive Vice President, Global Sales and Business Development, RightAnswers. [“RightAnswers seamlessly integrated with NetSuite](#) provides more targeted search results, resolves cases faster and improves the productivity of the contact center.”

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85% of customers’ service requests are now received through the RightAnswers customer self-service portal and our customer satisfaction score remains greater than 96%.

*Lloyd Howlett, Vice President,
Support and Customer
Operations, Corptax*

Inline integration between RightAnswers knowledge management software and the NetSuite CRM+ streamlines the work for customer service reps, who search for knowledge and attach solutions to cases in a single click. Confirmed Carianne Glasser, Knowledge Centered Support Coordinator at Viewpoint Construction Software, “RightAnswers’ inline integration with NetSuite has had a huge impact in enabling agents to handle their caseload.”

Also improving the customer experience is RightAnswers’ highly effective web and mobile self-service. “85% of customers’ service requests are now received through the [RightAnswers customer self-service portal](#) and our customer satisfaction score remains greater than 96%,” said Lloyd Howlett, Vice President, Support and Customer Operations at Corptax, a tax technology services provider that uses RightAnswers knowledge management integrated with NetSuite CRM+.

Other unique capabilities of RightAnswers that benefit NetSuite users include [federated search](#) that finds relevant knowledge wherever it resides in the enterprise, social forums for peer-to-peer support and an automated knowledge quality tool that ensures the usefulness of the knowledge.

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. Learn more at rightanswers.com.

About Corptax

Corptax transforms the business of tax through technology, business process expertise and award-winning support. Clients achieve breakthrough tax performance using the first and only single-platform solution on the market, offering unmatched automation to align processes and workflows, enhance transparency, improve accuracy and lower risk across the corporate tax lifecycle. For more than 40 years, Corptax has supported the evolving tax needs of leading organizations in many industries. Today, Corptax helps over 800 clients in 100 countries, including 50% of the Fortune 500 and 60% of the Fortune 100, nationally.

About Viewpoint Construction Software

Viewpoint is a provider of innovative construction-specific software solutions to the global construction and capital project industries. Viewpoint provides the tools these industries need to improve project profitability through better visibility, risk management and real-time team collaboration. Viewpoint solutions address the full construction life-cycle from planning/bidding to construction and facilities maintenance. Viewpoint's solutions are offered on a variety of platforms, including Cloud, Mobile, SaaS and On Premises. Headquartered in Portland, Oregon, USA, and with offices in the UK and Australia, Viewpoint has become the technology partner of choice, with customers located across the globe in more than 28 countries. These customers include more than 40 percent of the ENR 400, and over 20 percent of the ENR 600. For more information, please visit www.viewpoint.com.

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