RightAnswers Completes 150th Knowledge-Centered Support (KCS) Certification and Training

Knowledge Management Professionals Augment Their KCS Knowledge and Practice through RightAnswers Courses

EDISON, NJ, USA, June 8, 2016 /EINPresswire.com/ -- RightAnswers, Inc., the leading provider of knowledge management, web and mobile self-service and social knowledge software, has delivered Knowledge-Centered Support (KCS℠) training to more than 150 knowledge professionals over the past year.

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> *Stefano Prenna, International Knowledge Manager, Computacenter*

RightAnswers is the first software provider to receive accreditation from the Consortium for Service Innovation to deliver Knowledge-Centered Support workshops and certification to other companies. As such, RightAnswers trainers offer a unique perspective and practical approach to implementing KCS practices.

"At Computacenter we have a significant KCS capability that enables our customers to share knowledge efficiently. The RightAnswers KCS Practices V5 workshop was very engaging, well-structured and I feel confident to apply the knowledge acquired to enhance the support we provide to our users," said Stefano Prenna, International Knowledge Manager at Computacenter.

KCS is a methodology for creating and maintaining knowledge for customer support and throughout the enterprise. In the support organization, KCS leads to improved first-call resolution (FCR) rates, consistency of responses, reduced agent turnover and increased customer satisfaction.

RightAnswers is a certified leader in KCS, with KCS Verified V5 software and trainers, and the most experience in KCS of any knowledge management provider. RightAnswers offers several KCS courses and workshops to its customers and to third parties:

• KCS Practices V5
• KCS Practices Overview
• KCS Leadership
• KCS Fundamentals

"We find that even companies who think they are following KCS realize a number of actions that need to be taken to align their knowledge practices with KCS, often around adoption phases and measures," said Laura Yeomans, Global Knowledge Practice Leader, RightAnswers. "Our KCS training is customized to the company's level of maturity with KCS and is aligned with their specific

needs. We also illustrate concrete ways they should apply KCS practices to achieve their business goals. It is gratifying to have an impact on knowledge implementation at other companies."

Sign up for KCS training or contact training@rightanswers.com for more information.

(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. Learn more at rightanswers.com.

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