



RightAnswers Extends Reach of Contact Centers with Peer-to-Peer Support Communities

Customers and Support Agents Find Answers Faster

EDISON, NJ, USA, July 6, 2016 /EINPresswire.com/ -- Companies that want to provide their customers a better brand experience and resolve customer service issues faster can now leverage their own customers' knowledge using [RightAnswers Community](#).



We leveraged our expertise in Knowledge Management to design a social product that combines existing knowledge with community discussions, delivering a great self-service experience to customers.

Simon Yelsky, VP Product Management & Presales, RightAnswers

RightAnswers, Inc., the leading provider of knowledge management, web and mobile self-service and social knowledge software, today announced the worldwide release of RightAnswers Community, a social customer service channel and social intranet tool for peer-to-peer support.

In RightAnswers Community, customers help customers and agents help agents find answers faster – reducing the time agents spend on calls and increasing customer satisfaction.

“We leveraged our expertise in Knowledge Management to design a social product that combines existing knowledge with community discussions, delivering a great self-service experience to customers,” said Simon Yelsky, Vice President, Product Management and Presales.

Provides a seamless customer service experience

Deployed as a standalone product or seamlessly integrated with RightAnswers [Web Self-Service](#), RightAnswers Community provides customers with related knowledge base articles as well as community discussions when they search, browse and post questions.

“Customers post questions and other customers contribute by answering them, with the answers vetted by the community,” added Yelsky. “In this way, a company’s pool of knowledge is extended beyond the contact center, leveraging the social customer network to solve problems. These answers are then added to the knowledge base for the benefit of all.”

RightAnswers Community [integrates with a company’s CRM or ITSM system](#) to provide continuity across all support channels, streamlining the work of the customer service organization. Dashboards and analytics regarding membership and usage demonstrate the effectiveness of RightAnswers Community.

Fosters enterprise-wide employee collaboration

RightAnswers Community provides an easy way for support agents to help each other resolve customer issues, and for employees across the enterprise to share knowledge and collaborate on

projects.

RightAnswers Community supports open communities as well as private communities targeted to specific groups or topics, with strict security to define access rights and roles.

About RightAnswers

RightAnswers is the #1 provider of cloud-based knowledge management, web and mobile self-service and social knowledge software 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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