

RightAnswers Exceeds Sales Goals for H1 2016

Continues Its Pace for Solid Growth in 2016

EDISON, NJ, USA, August 18, 2016 /EINPresswire.com/ -- RightAnswers, Inc., the #1 provider of knowledge management, web and mobile self-service and social knowledge software, delivers continued solid growth from 2015 as the company surpasses its H1

2016 targets.

Key milestones



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Jeff Weinstein, President and CEO, RightAnswers

Customer wins: Customer wins in H1 2016 were driven by the company's continued focus in the contact center space, with clients in both the B2B and B2C space. Clients ranged in size from 100 customer service agents to our largest client this quarter in excess of 10,000 agents. Internal support wins benefited from our continued success and growth in our [partnership with ServiceNow](#).

Strong partner relationships: RightAnswers actively engages with business, reseller and technology partners, who contributed to several deals in H1 2016. In May 2016, RightAnswers sponsored ServiceNow's Knowledge16 event, generating a huge amount of buzz and demonstrating its integrated solution with the leading ITSM vendor. Through this relationship, clients of all sizes committed to RightAnswers in

the traditional ITSM space that ServiceNow addresses, as well as in the customer service space where we continue to see ServiceNow emerging strongly.

New product launch: In its latest software version (V9), released H1 2016, RightAnswers expanded its capabilities to streamline the work for its customers, enhance their customer support and benefit from knowledge across the enterprise. Customizable workflows increase the flexibility of RightAnswers software and ease the knowledge creation process by automating the approvals process.

[RightAnswers Community](#) empowers customers to help each other through peer-to-peer support and employees to collaborate and share. RightAnswers Community uniquely integrates with self-service support and the CRM, ITSM or other enterprise system, providing a continuous, holistic customer service experience.

Increased customer loyalty: RightAnswers continues to exceed its targets for customer renewals and is poised for growth in customer retention in 2016. In the first half of the year the company trained more than 100 customers on [Knowledge-Centered Support \(KCS\)](#), a methodology that results in

increased adoption of knowledge management while extending its value across the enterprise.

Organizational investment: RightAnswers recruited new talent in this period of solid growth, adding staff to the Sales and Business Development teams as well as to the infrastructure support team. Supporting the company's focus on knowledge management for customer service, the company hired Vice President of Marketing Gary Schwartz, who brings extensive experience in the contact center space, launching new software products to market and growing technology companies.

"RightAnswers' first half performance in 2016 validates the direction we're taking the company: transforming support and service organizations and extending the value of knowledge throughout the enterprise," said Jeff Weinstein, President and CEO, RightAnswers. "We're grateful for the trust that new and returning clients show in our products and in our people. Our strong first half and strong pipeline for the second half position us well to exceed our goals for 2016."

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. For more information visit rightanswers.com.

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