

# RightAnswers Selected in KMWorld Trend-Setting Products 2016

*Innovations in RightAnswers Knowledge Management Software Dramatically Boost Productivity and Efficiency at Any Type of Organization*

EDISON, NJ, USA, August 30, 2016 /EINPresswire.com/ -- RightAnswers, Inc., the #1 provider of knowledge management, web and mobile self-

service and social knowledge software, is proud to announce that it has been selected among KMWorld Trend-Setting Products 2016.



**KM**World  
**Trend-Setting**  
**PRODUCTS OF 2016**

RightAnswers named to KMWorld Trend-Setting Products 2016

RightAnswers' flagship product, the [Enterprise Knowledge Hub](#), is a central repository of support



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*Jeff Weinstein, President and CEO, RightAnswers*

knowledge that is accessible by every member of the organization. All departments can contribute to the Enterprise Knowledge Hub, which enhances enterprise collaboration and affords a wider range of knowledge available for customer service. The Enterprise Knowledge Hub is a single source powering all support channels – live agents, web, mobile, chat, and so on – ensuring that the best answers are delivered over every channel.

The Enterprise Knowledge Hub comprises all types of knowledge, including knowledge base solutions, federated knowledge pulled from all enterprise sites and drives, such

files stored in SharePoint, and [social knowledge such as forum conversations](#) in RightAnswers Community.

Other unique aspects of RightAnswers software include:

- Out-of-the-box gamification to drive agent adoption of the KM tool, increase self-service usage and promote social forums
- An automated Knowledge Quality tool to ensure the helpfulness of knowledge articles
- [Knowledge-Centered Service \(KCS<sup>SM</sup>\)](#) certified software and practices – RightAnswers is a system-agnostic KCS Verified vendor and is authorized to train and certify clients on KCS
- Patented knowledge automation software that detects gaps in the knowledge base and begins creating knowledge articles to fill those gaps

KMWorld Editor Sandra Haimila says, "Each year we look for software products that break new territory in helping organizations achieve their knowledge management goals. These products are designed, developed and perfectly timed to fill a niche in the marketplace before users are even aware that such functionality and flexibility have been missing. Designated as the KMWorld Trend-Setting Products of 2016, these offerings hold the promise for the marketplace."

The KMWorld Trend-Setting award identifies products that fulfill the ultimate goal of knowledge management—to deliver the right information to the right people at the right time. Criteria for selection include usability, flexibility, adoption rate and total cost of ownership.

“We always listen to our clients and along with that we innovate where we believe clients will want to be and where users and the market are heading. This gives us the balance to have our solution address current needs while continually offering forward-thinking capabilities so clients can expand with us in the future,” explains Jeff Weinstein, President and CEO, RightAnswers.

#### 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 [www.rightanswers.com](http://www.rightanswers.com).

#### About KMWorld

KMWorld ([www.kmworld.com](http://www.kmworld.com)) is the leading information provider serving the Knowledge Management systems market and covers the latest in Content, Document and Knowledge Management, informing more than 30,000 subscribers about the components and processes - and subsequent success stories - that together offer solutions for improving business performance. KMWorld is a publishing unit of Information Today, Inc. ([www.infotoday.com](http://www.infotoday.com))

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