

# Knowledge Management Vendor RightAnswers Receives 2016 CUSTOMER Contact Center Technology Award

*RightAnswers Community social self-service honored for improving customer service technology and enhancing the customer experience*

EDISON, NJ, USA, September 27, 2016 /EINPresswire.com/ -- For the third year in a row, RightAnswers, Inc., the #1 provider of knowledge management, web and mobile self-service and social knowledge software, has been named a 2016 Contact Center Technology Award winner, presented by CUSTOMER Magazine.

RightAnswers' flagship knowledge management product, the [Enterprise Knowledge Hub](#), promotes knowledge-sharing across the organization and improves [knowledge quality](#), increasing employee and customer engagement and enhancing the organization's overall productivity and efficiency. By quickly delivering relevant knowledge over multiple

self-service channels, RightAnswers saves customers millions of dollars a year.

This year RightAnswers was recognized for its innovative [RightAnswers Community](#) product that offers a revolutionary approach to customer support forums, where customers help each other find answers. "One of our mantras is seamless integration – how we can integrate our solutions into our customers' environments to streamline the work and make their lives easier," explains Jeff Weinstein, President and CEO, RightAnswers. "That is always top of mind as we develop our products, and RightAnswers Community is no exception," continues Weinstein.

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*Jeff Weinstein, President and CEO, RightAnswers*

Some of the unique aspects of RightAnswers Community that enhance social self-service:

- integration with the knowledge base and with other self-service channels, providing a holistic view of knowledge
- delivering relevant knowledge from all sources across the



enterprise in one place, saving time and effort for customers

- easy migration of crowdsourced knowledge into the knowledge base, enhancing the body of available knowledge for reuse by customer service agents to solve problems
- integration with the CRM for a seamless experience for customer support agents who can participate in the community or respond to tickets opened in the community
- extensive analytics including ROI

“Congratulations to RightAnswers for being awarded a 2016 CUSTOMER Contact Center Technology Award. RightAnswers has been selected for demonstrating innovation, quality and unique features which have had a positive impact on the customer experience,” said Rich Tehrani, CEO, TMC. “We’re pleased to recognize their achievement.”

This 11th-annual Contact Center Technology Award, presented by CUSTOMER Magazine, honors vendors and technologies that have embraced technology as a key tool for customer service excellence. This award distinguishes their success as innovators, thought leaders, and market movers in the contact center and customer care industries. Results of the 2016 CUSTOMER Contact Center Technology Award have been published in the September edition of CUSTOMER Magazine.

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

#### About CUSTOMER

Since 1982, CUSTOMER magazine (formerly Customer Interaction Solutions) has been the voice of the call/contact center, CRM and teleservices industries. CUSTOMER has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, CUSTOMER strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.com>.

#### About TMC

TMC is a global, integrated media company that supports clients' goals by building communities in print, online, and face to face. TMC publishes multiple magazines including Cloud Computing, IoT Evolution, Customer, and Internet Telephony. TMCnet is the leading source of news and articles for the communications and technology industries, and is read by 1.5 million unique visitors monthly. TMC produces a variety of trade events, including ITEXPO, the world's leading business technology event, as well as industry events: 2015 Connecticut Mobile Summit; Asterisk World; AstriCon; ChannelVision (CVx) Expo; DevCon5 - HTML5 & Mobile App Developer Conference; Drone Zone 360; IoT Evolution Conference & Expo; IoT Evolution Developers Conference; IoT Evolution Fog, Analytics & Data Conference; IoT Evolution Connected Transportation Conference; IoT Evolution Connected Home & Building Conference; MSP Expo; NFV Expo; SIP Trunking, Unified Communications & WebRTC Seminars; Wearable Tech Conference & Expo featuring Fitness and Sports Wearable Technology (FAST) Expo; WebRTC Conference & Expo; and more. For more information about TMC, visit [www.tmcnet.com](http://www.tmcnet.com).

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