



ITSM & Knowledge

Enhance your ITSM ticketing tool with *Universal Knowledge*, allowing your analysts to find and share information more effectively.

- Improved First Contact Resolution (FCR) rates
- Improved Analysts competency and efficiency
- Reduced Average Handling Times (AHT)
- Allow your customers to effectively self serve

Empower analysts with a sophisticated knowledge base that has the most up to date and accurate versions of your information, increasing your first call / email fix rates and reducing escalations to second-line support.

Universal Knowledge uses advanced search techniques and self learning technology to provide accurate search results from day one. By leveraging all relevant sources of information, *Universal Knowledge* can help save time spent searching for information by up to 50%.

With an interactive and modern UI, accessing accurate knowledge has never been more simple to use, either integrated with your ITSM tool or as a self service Knowledge Portal to resolve issues for clients and customers.



Integrate

With a comprehensive set of APIs, components of *Universal Knowledge* can be embedded into ITSM core processes, such as Incident, Problem and Change Management allowing *Universal Knowledge* to be seamlessly integrated, reducing resolution speeds.



Search

Universal Knowledge is underpinned with Natural language search and fragment technology ensuring incidents and problems are resolved by analysts quickly, increasing First Call or Email Fix Rates.



Audit

Use knowledge audits to gain advanced level of traceability such as agent's 'received and read' notification statuses along with document version history, allowing administrators to easily visualise and prioritise content editions.



Report

With *Universal Knowledge* Reports, ITSM Managers can gain metrics such as user/document usage statistics, allowing you to prioritise knowledge creation/updates and boost service desk innovation.

Universal Knowledge is used around the world, ensuring that organisations can effectively manage their incidents and problems first time.

To view a free standalone *Universal Knowledge* demonstration contact Knowledge Powered Solutions today.



Knowledge Management Software

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