



Trend-Setting **PRODUCTS OF** **2023**

When we first started thinking about trend-setting products for 2023, it was hard to contemplate any technology other than generative AI as qualifying for “trend-setting.” Upon greater reflection, however, we concluded that generative AI is not the only technology that is driving trend-setting organizations. Trend-setting products, we decided, can refer to cutting-edge technologies, software, or platforms that pioneer new approaches to KM. Other forms of AI, natural language processing, machine learning, knowledge graphs, cloud computing, low- and no-code development platforms, solutions for remote and hybrid work, collaboration tools, and a host of diverse platforms define the trend-setting products and services for 2023.

The totally remote workforce of the pandemic has morphed into a hybrid workforce. This has not stopped the need for mechanisms that allow for knowledge sharing and integrated workflows. The phrase “digital transformation” may seem a bit shopworn and clichéd, but the idea remains relevant. The ability to collaborate with colleagues, to find accurate information quickly, and to reach across silos of data entails digital transformation in the form of cloud-powered applications, advanced enterprise search capabilities, and text analytics.

By introducing intuitive interfaces and applying AI-based technologies, trend-setting products break down silos and encourage cross-departmental knowledge exchange. The exponential growth of data is not stopping or even slowing down, resulting in organizations struggling to sift through vast amounts of information and identify relevant knowledge. Technologies, particularly generative AI, promise to uncover new opportunities for internal knowledge sharing and better customer service.

To help showcase advanced products and services, each year, *KMWorld* magazine looks for innovative offerings that are helping organizations derive greater benefit from their information, share knowledge more efficiently, make better decisions, improve compliance and security, effectively support employees, and communicate more seamlessly with customers.

KMWorld’s Trend-Setting Products list of 2023 is composed of the offerings of forward-thinking vendors that are leading the way in innovation. We encourage you to continue your exploration by visiting the companies’ websites for more information.



Expanded descriptions of selected Trend-Setting Products explaining what makes them unique are also included in this issue.

ABBYY (www.abbyy.com): Vantage—A comprehensive platform of cognitive services that applies AI to better understand documents, ABBYY Vantage makes today's digital worker and processes smarter by delivering cognitive skills that read, understand, and extract insights from documents, helping enterprises accelerate digital transformation.

Accenture Digital (accenture.com/us-en): Applied Intelligence—As Accenture's way of combining AI technologies with data analytics, automation, and human ingenuity, Applied Intelligence can solve clients' most complex business problems.

Access Innovations (www.accessinn.com): Data Harmony—The Data Harmony Suite builds explainable AI to improve search, analyze text content by identifying concepts and terms for modeling, and provide taxonomy/thesaurus building and management and offers automated indexing, classification, and semantic metadata enrichment.

Access (www.accesscorp.com): Access Unify—As technology-powered information management services are delivered via a flat-rate subscription, Access Unify meets ever-evolving business needs.

Accusoft (www.accusoft.com): PrizmDoc Suite—PrizmDoc is a collection of REST APIs that developers can integrate into their web-based applications for secure document viewing, editing, conversion, search, annotation, redaction, and document processing.

Adeptia (www.adeptia.com): B2B Process Integration Solution—Adeptia Connect is a powerful, enterprise-class business-to-business integration (B2Bi) software designed to integrate customer and partner data with any application or database using industry standards

Access Unify

Automate Digitization and Support Your Full Information Management Lifecycle with Award-winning Access Unify

By Melissa Kolodziej

In our ever-changing digitized world, quick, seamless access to information isn't a luxury—it's expected. Both employees and clients are increasingly demanding a flexible, digital-first environment. Enter Access Unify, an award-winning blend of AI-driven digital transformation technology delivered with a client-centric approach.

Why is it a game-changer? The AI technology in [Access Unify | Active File Service](#) and [Access Unify | Secure Compliance](#) revolutionizes file indexing, storing, retrieving and securely destroying records. Imagine immediate access to crucial documents, at any time, wherever you are. No more sifting through heaps of paperwork or wrestling with legacy systems. Integrating flawlessly into your existing infrastructure, Access Unify solutions ensure a streamlined, digital-first workflow, minimizing the need for extra training or staffing.



A bonus? You only need to scan what's needed when it's needed, ditching bulky and expensive backfile projects. Transition those onsite files to Access and watch as previously occupied spaces become opportunities—be it for strategic business uses or cost-saving real estate decisions.

The Access Team is committed to innovation and providing client-focused service. Redefine your records and information management journey by partnering with us today. [Learn more here](#) or [contact us today](#).

Access

Access

PH: 877.345.3546

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AvePoint: Confidence Platform

Collaborate with Confidence

The AvePoint Confidence Platform is a comprehensive data orchestration engine built to empower you to optimize your digital workplace landscape, providing invaluable insights into workspaces, users, guests, and repositories. This knowledge enables organizations to modernize, safeguard, and maintain control over their digital environment. Leveraging the AvePoint Confidence Platform enhances the functionality of the tools you employ, culminating in a contemporary, resilient, and managed workplace.

Comprised of three interconnected suites, the AvePoint Confidence Platform addresses distinct core requirements that expand alongside your business:

The Modernization Suite transforms legacy data into modern SaaS platforms and legacy business processes into modern end-user business applications. This product suite supports digital transformation across the organization, measuring and accelerating the impact of this transformation on employee experience and engagement.

The Resilience Suite ensures compliance with data protection regulations, preserves critical records, and maintains business continuity. This provides regulatory, audit, and risk management teams with the assurance that you are meeting your compliance obligations and keeping IP secure.

The Control Suite efficiently ensures the sustainability and operational capacity of your digital workplace by providing a ready-made framework for automated governance and policy enforcement. This allows infrastructure and operations teams to protect business-critical information across collaborative workspaces.

AvePoint's Confidence Platform is the most advanced platform for SaaS and data management, purpose-built to migrate, manage, and protect SaaS applications and data, enabling transformation, governance, and compliance. To learn more about the AvePoint Confidence Platform, visit www.avepoint.com.



such as EDI, EDIFACT, HIPAA/HL7, ACORD AL3/XML, and more.

Adobe (www.adobe.com): Sensei AI—Sensei brings the power of AI and machine learning to experiences—deepening insights, enhancing creative expression, accelerating tasks and workflows, and driving real-time decisions.

airSlate (www.airslate.com): airSlate API—Using the airSlate API, developers can build customizable document workflow automation solutions that integrate with their apps, websites, or CRMs.

ASG Technologies—A Rocket Software Company (www.rocketsoftware.com/products/rocket-data-intelligence): Data Intelligence—A self-service data intelligence platform built on automation that spans cloud, distributed, and mainframe infrastructures, Data Intelligence can manage complex environments of the world's largest organizations, regardless of how they are using their data.

AvePoint (www.avepoint.com): Confidence Platform—AvePoint's Confidence Platform empowers digital transformation for organizations—of all sizes, in all regions, and across all industries—to optimize and secure the solutions that most commonly establish and underpin the digital workplace.

ClickUp (<https://clickup.com>): ClickUp AI—Native to the ClickUp platform, ClickUp AI delivers a purpose-built experience designed to take the guesswork out of leveraging AI for work across every role.

Cohere (<https://cohere.com>): Command—Command is Cohere's flagship text-generation model that is trained to follow user commands and to be instantly useful in practical business applications.

Coveo (www.coveo.com/en): Relevance Cloud—Coveo Relevance Cloud is a multifaceted platform that uses search, machine learning, and behavioral signals to increase the relevance of search, content recommendations, and personalized experiences.

Creatio (www.creatio.com): ChatGPT Connector—The ChatGPT Connector is a cutting-edge language model developed by OpenAI that uses deep learning algorithms to analyze and understand language patterns use cases, including natural language processing, content creation, and language translation.

CTERA (www.ctera.com): Enterprise File Services Platform—The CTERA Enterprise File Services Platform powers a next-generation global file system connecting remote sites and users to the cloud without compromising security or performance.

DryvIQ (<https://dryviq.com>): Discover Platform—With highly accurate, scalable, and advanced unstructured data discovery, DryvIQ's AI models are architected from the ground up to use the latest advances in AI to deliver enhanced accuracy and scale for classifying unstructured data.

eGain (www.egain.com): Knowledge Hub—The eGain Knowledge Hub guarantees quality customer service by infusing customer service agents with knowledge, making all agents as productive as the best ones by providing them with a range of ways to get to information from the common knowledgebase.

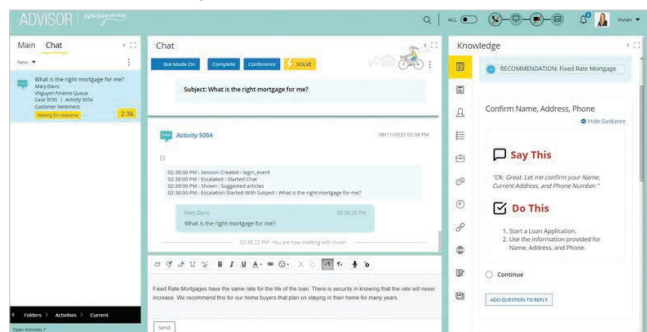
Elastic (www.elastic.co): Elasticsearch—Elasticsearch is a distributed, RESTful search and analytics engine that centrally stores enterprise data to empower users to search, index, and analyze data of all shapes and sizes.

eGain Knowledge Hub

Eliminating content, knowhow, and analytics silos, creating one trusted source for AI-infused knowledge

- ▶ 30-point improvement in Net Promoter Score
- ▶ 35% improvement in First-Contact Resolution
- ▶ 50% improvement in agent speed-to-competency

These are examples of transformational benefits our clients are seeing with the eGain Knowledge Hub™!



An end-to-end solution that unifies and orchestrates all the building blocks needed for modern, KM, infused with conversational and generative AI, the Hub eliminates content, knowhow, and analytics silos, creating one trusted source for knowledge. It comes with rich capabilities out of the box with best practices, delivering business value in a matter of days or weeks. Key capabilities:

Content

- ▶ Omnichannel content management
- ▶ Content automation and answer generation with generative AI
- ▶ Profiled access to content
- ▶ Pre-built integrations with document management and ECM
- ▶ Multi-layered personalization
- ▶ Multiple search methods—keyword, faceted, federated, and guided searches

Conversations

- ▶ Instant answers, highlighting the answer needle in the content haystack
- ▶ Intent inference, powered by ML
- ▶ AI reasoning for conversational and process guidance
- ▶ Compliance enforcement, including real-time sentiment and compliance monitoring
- ▶ Botmaster to configure, orchestrate, and optimize virtual assistants

Context

- ▶ Pre-built connectors to systems of record for 360-degree customer context
- ▶ Continuous improvement
- ▶ Analytics for ongoing optimization of knowledge-base content and guidance paths

eGain

eGain
Web: www.egain.com

eXo (www.exoplatform.com): eXo Platform—As a full-featured, versatile, open source digital workplace solution, the eXo Platform centralizes communication, collaboration, productivity, and knowledge processes within an easy-to-use, employee-centered digital workplace hub.

expert.ai (www.expert.ai): expert.ai Platform—Purpose-built for the complexity of understanding unstructured data, the expert.ai Platform is a scalable natural language solution that combines machine learning and knowledge-based AI to transform language into data.

Franz Inc. (<https://franz.com>): AllegroGraph—AllegroGraph turns complex, distributed data into actionable business insights as a horizontally scalable, high-performance, transactional, multi-model, and entity-event knowledge graph technology.

Glean (<https://glean.co>): Glean Learning Platform—As a live information capture tool for virtual meetings, Glean empowers individuals to learn better with audio-to-text conversion that makes information organizable, comprehensible, and thorough.

Google (<https://workspace.google.com>): Workspace—Enabling organizations to run and grow their business with ease, Google Workspace unites its popular productivity and collaboration tools into a single, integrated workspace.

Hyland Software (www.hyland.com/en): Alfresco Content Services—Hyland's Alfresco Content Services, which include features such as document management, enterprise collaboration, information governance, and more, intelligently activate enterprise processes and content to accelerate the flow of business.

Kodak Alaris: Document Scanners

Kodak Alaris

Powered by decades of image science expertise, scanners from Kodak Alaris bring documents into the digital space. Our portfolio spans office, networked, and production scanning devices, as well as complementary software solutions designed to deliver superior image quality, enable intelligent workflow automation, and accelerate digital transformation.

Reliable, high-quality, and easy to use, our solutions bridge the paper and digital divide. From streamlining data capture, extracting key information, and delivering the right information to the right place at the right time, scanners and software from Kodak Alaris can meet each customer's unique business needs.



As experts in digital innovation, Kodak Alaris professional business consultants are exquisitely well-suited to align customers' existing infrastructures to their future needs—no matter the size or scope of the project.

Kodak alaris

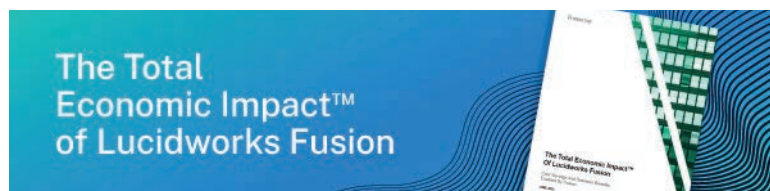
Kodak Alaris
Web: www.alarisworld.com

Lucidworks: Fusion

Lucidworks Integrates Generative AI with Fusion to Make Search a Superpower

Generative AI has created massive opportunities for businesses that are under economic and competitive pressure to deliver a digital experience that is both best-in-class and cost-effective. [Lucidworks](#), the leading search solutions provider, is setting the standard in commercially viable applications of AI in search experience management.

A recent survey revealed that [93% of companies](#) plan to invest in generative AI in the next 12 months. Lucidworks currently works with multiple clients on Gen AI deployments that accelerate time-to-value and provide the necessary guardrails to ensure generative AI responses are accurate, secure, and personalized.



Lucidworks can now [seamlessly integrate](#) with any large language model (LLM) and provide the necessary guardrails to validate Generative AI responses, ground them in truth, and minimize errors such as hallucinations. Clients rely on Lucidworks Fusion to create the necessary guardrails and enrichments—security trimmings, data enrichment, content exclusion, and merchandising optimization—while getting the most value from the latest technologies.

Other trendsetting products include Neural Hybrid Search, a unique search methodology that utilizes semantic neural networks combined with traditional lexical search techniques. Neural Hybrid Search not only analyzes keywords in a search query, but also the meaning associated with them to provide more accurate and relevant results. This combination provides a more intelligent search experience that can better adapt to users' needs.

With a comprehensive set of solutions and cutting-edge integrations, Lucidworks makes search a superpower for leading brands such as Crate and Barrel, Lenovo and Red Hat.

Learn more at [Lucidworks.com](https://lucidworks.com).

Lucidworks

Lucidworks

Web: <https://lucidworks.com>

IBM (www.ibm.com/us-en): Blockchain Platform—Enabling trusted data exchange and workflow automation with distributed ledger technology and blockchain, IBM's Blockchain Platform increases operational agility, hastens time-to-value, mitigates risk and cost, and introduces new monetization opportunities.

KnowledgeLake (www.knowledgelake.com): Intelligent Document Processing—Intelligent Document Processing from KnowledgeLake easily captures and digitizes unstructured data from any content, adapting to business workflows for rapid data extraction and ingestion.

Kodak Alaris (www.alarisworld.com/en-us): Document Scanners—As a high-speed business document scanner, Kodak Alaris' Document Scanner technology offers high-quality information capture for varying use cases to accelerate digital transformation.

Kyndi (www.kyndi.com): Kyndi Clarity—Connecting customers and agents to the right answers with just one click, Kyndi Clarity delivers an enhanced, self-service customer support experience that provides precise answers at the first point of contact.

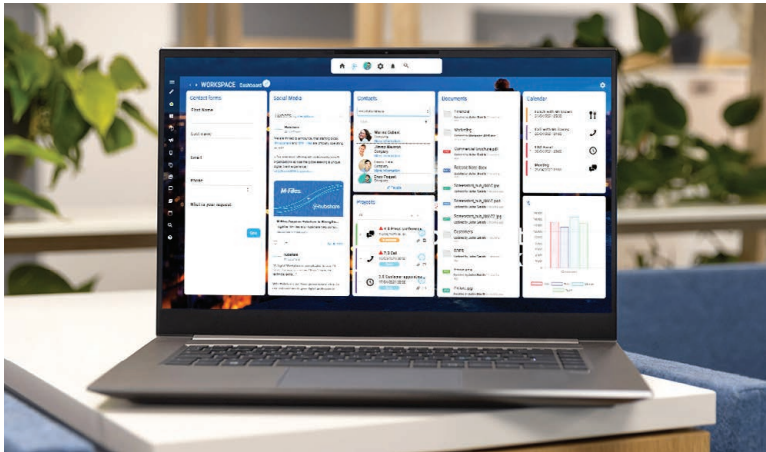
Laserfiche (www.laserfiche.com): Content Services Platform (CSP)—As a seamless SaaS platform for information-critical industries, Laserfiche's CSP facilitates content capture, creation, consolidation, processing, and retention to support enterprise business operations.

Leena AI (<https://leena.ai>): WorkLM—Leena AI's WorkLM serves as a powerful LLM tool toward automating and optimizing business tasks, further amplifying employee productivity and surfacing actionable insights with an enhanced employee experience.

M-Files: Hubshare

Create Superior Digital Client Experiences with M-Files Hubshare

M-Files helps organizations find, share, and collaborate on critical business information with internal and external stakeholders efficiently and securely. The powerful, metadata-driven platform combines repository neutral enterprise search and access with an easy-to-use and secure collaboration portal for employees, clients, and contractors. As a result, organizations automate and streamline document-centric processes, operate more efficiently, and improve stakeholder satisfaction with built-in security and compliance.



The M-Files Hubshare collaboration solution facilitates information exchange between stakeholders through customizable dashboards and branded hubs. The solution enables superior customer experiences through a real-time, digital collaborative workspace. By enabling better visibility and information control across systems, repositories and stakeholders, M-Files provides organizations with a competitive advantage as they deliver higher-quality work with lower risk.

M-Files
Hubshare

M-Files
Web: www.m-files.com

Lucidworks (<https://lucidworks.com>):

Fusion—By surfacing and capturing rich behavioral data such as search history, clicks, and browsing, Lucidworks Fusion interprets user intent to drive greater product and content relevancy for individual users.

Messagepoint (www.messagepoint.com):

Messagepoint—Messagepoint is a SaaS-based, AI-powered content hub that enables organizations to improve customer experiences through optimized content managing and authoring.

M-Files (www.m-files.com):

Hubshare—As the digital client experience booster, Hubshare empowers organizations to connect information through dashboards, creating branded, customized hubs for its clients.

Microsoft (www.microsoft.com/en-us):

Microsoft 365—Previously Office, Microsoft 365 boosts productivity, collaboration, organization, and innovation with its centralized suite of software, including Microsoft Word, Excel, PowerPoint, Teams, and more.

Mindbreeze (<https://inspire.mindbreeze.com>):

Mindbreeze InSpire—Supporting work by delivering relevant information, Mindbreeze InSpire collects and consolidates knowledge from a wide range of connected data sources and delivers it proactively across applications, departments, and corporate boundaries in real time.

NICE (www.nice.com):

Enlighten AI for CX—By making the entire contact center smarter, Enlighten AI for CX solutions is purpose-built, predictive, and optimized for the cross-channel, offering enhancements for customer satisfaction, complaint management, sales effectiveness, and more.

Northern Light Group (<https://northern-light.com>): SinglePoint Platform—As a custom-built enterprise knowledge management platform, SinglePoint seamlessly integrates and enables full-text search of an enterprise's unique research resources, equipping businesses with a research-driven competitive advantage.

Pegasystems (www.pegasystems.com): Pega Platform—Pega is a powerful, low-code platform that builds agility into the world's leading organizations so they can adapt to change using Pega's AI-powered decisioning and workflow automation to solve the most pressing business challenges.

Pryon (<https://pryon.com>): Pryon Enterprise AI platform—Pryon's no-code Enterprise AI platform delivers trusted answers attributed to approved content and works out of the box, requiring no special skills to implement.

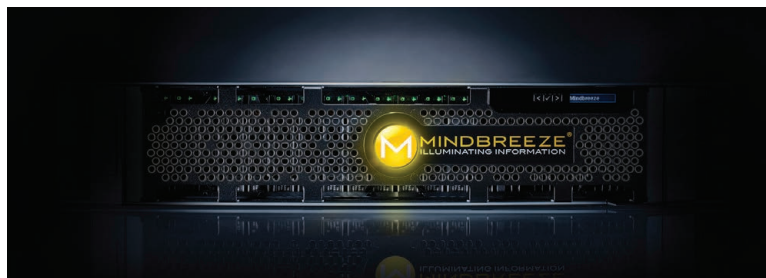
Pureinsights (<https://pureinsights.com>): Pureinsights Discovery Platform—Designed to enable a Google-like search experience, Pureinsights Discovery Platform uses a modern, cloud-based architecture and incorporates data connectors, content processing, AI services, search engines, and knowledge graphs.

Quark (www.quark.com): Quark Publishing Platform—The Quark Publishing Platform automates every stage of content lifecycle management—creation, collaboration, assembly, publishing, and analysis—so organizations can modernize their content ecosystems to support digital transformation, customer satisfaction, revenue generation, and regulatory compliance.

SearchBlox (www.searchblox.com): SearchAI PreText NLP—SearchBlox PreText NLP fixes titles, metadata, and descriptions while crawling internal PDFs,

Mindbreeze: Mindbreeze InSpire

Mindbreeze InSpire Integrates with Large Language Models to Elevate Natural Language Question Answering



Companies are itching to implement Large Language Models (LLMs) that work well for secure and effective business use. Mindbreeze has made this possible for enterprises across the world!

Integrating language models into existing solutions, such as an Insight Engine like Mindbreeze InSpire, offers several advantages. Firstly, it reduces data governance risks and provides users with more pertinent information tailored to their roles and responsibilities.

Mindbreeze InSpire captures, stores, and manages data within a company, allowing companies to benefit from incorporating pre-trained models trained on vast amounts of data.

A core value of language models integrated into Mindbreeze InSpire is the ability to ask questions using natural language, similar to a publicly trained model like ChatGPT. However, the answers generated would come from enterprise data, making them way more relevant and personalized toward a worker's task.

Additionally, the Mindbreeze solution provides every user with validation and access to the source information. Now, users can quickly identify the file, document, or other content piece from which the model generated the answer – users can open the corresponding file if they need further information and extract the meaning behind crucial details.

And finally, enterprises can customize access rights based on their terms and ensure compliance with data permissions – permitting them to maintain control and adhere to regulatory requirements while leveraging Generative AI's power within Mindbreeze InSpire.



Mindbreeze Corporation

Web: www.mindbreeze.com

E-mail: office@mindbreeze.com

Microsoft 365 files, videos, podcasts, images, and spreadsheets that are otherwise difficult to find.

SearchUnify (www.searchunify.com): Cognitive Search—Cognitive Search extracts relevant information from multiple, diverse datasets. It combines core AI subsets like machine learning and natural language processing to decipher search queries and user intent to deliver contextual, personalized responses.

ServiceNow (www.servicenow.com): Now Platform—The Now Platform incorporates AI search, process optimization, workforce optimization, and document intelligence to help companies drive transformation to simplify experiences for smarter ways of working.

Shelf (<https://shelf.io>): Knowledge Management Platform—Shelf combines AI with modern SaaS infrastructure and a simple user experience to help agents and customers get the answers they need on demand.

Sinequa (www.sinequa.com): Sinequa's Intelligent Enterprise Search Platform—Bringing ChatGPT to the workplace, Sinequa's Intelligent Enterprise Search Platform is a cognitive search platform that serves as a foundation for intelligent search applications by unifying content platforms into a personalized, AI-powered search experience.

Splashtop (www.splashtop.com): Splashtop Enterprise—Splashtop Enterprise is a best-value, enterprise-class remote computer access solution and remote support tool giving users unattended, anytime computer access to enable employees and students to work from home or IT to manage computers and provide support.

TalkDesk (www.talkdesk.com): CX Cloud—Addressing customers' higher expectations of contact centers today,

Northern Light: SinglePoint Platform

Northern Light SinglePoint Users Receive Well-Informed Answers to their Specific Market & Competitive Intelligence Questions

Northern Light pioneered the use of machine learning in enterprise knowledge management systems optimized for market research and competitive intelligence in 2017. Now it is extending that leadership by implementing generative AI – specifically, the GPT-3.5 Turbo large language model, via OpenAI or Microsoft Azure – to enable users of Northern Light SinglePoint™ portals to instantly receive well-informed answers to their specific questions, drawing upon only reliable, authoritative content sources.

Northern Light's generative AI "question answering" feature has two components:

- ▶ First, in response to a user's question, the system examines documents on a search result and attempts to answer the user's question from each document, providing a short summary answer drawn from each listed document.
- ▶ Secondly, the generative AI distills the document-specific answers into an "Executive Summary." This is a more efficient, synthesized version of the answers, and an excellent starting point for any research initiative. The documents that contributed to each summary observation are cited and hot linked so a user can click through to consume any of the contributing documents. Significantly, by embedding citations and hotlinks in its generative AI content, Northern Light ensures SinglePoint summaries are copyright compliant – a potential issue when utilizing publicly available web-based content such as industry news – and do not leave users open to charges of plagiarism.



Northern Light

Northern Light

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Quark: QPP NextGen

Simplify Enterprise Content Lifecycle Complexities with Quark Publishing Platform (QPP) NextGen

Global organizations understand that for content to keep pace with business goals, they must invest in software tools to support the content journey. This involves simplifying content complexities such as omnichannel volume and velocity, regionalization, data input sources, translation, formatting, and, critically, regulatory and brand compliance.

We've infused our 40+ years of content complexity understanding and the latest AI technology into Quark Publishing Platform (QPP) NextGen, empowering enterprises to automate each stage of the content lifecycle and effectively create, collaborate, assemble and deliver high value content – often critical for businesses in regulated industries – to support business objectives. It also provides insight to understand if content delivered meets desired ROIs.

QPP NextGen makes it easy to manage large, complex documents at scale. Subject-matter experts can author, manage and store structured, reusable content components with auto-generated XML metadata tags using Microsoft Word. Content teams – encompassing writers, designers, LOB managers, and content architects to name a few – can collaborate across roles and departments to shorten review cycles by days and even weeks, eliminate duplicate efforts, automate translation processes and publish regulated, high value content in multiple formats from a single source-of-truth CCMS with 100% accuracy – in just a few clicks.

Request a demo of QPP NextGen.

Simplify enterprise content complexity. That's our mission.



Quark
Web: www.quark.com

Talkdesk CX Cloud is a new kind of cloud contact center that provides an end-to-end customer experience solution with a combination of enterprise scale and consumer simplicity.

TeamViewer (www.teamviewer.com/en-us): Remote—A next-gen digital customer engagement platform for online sales, digital customer service, and video consultations, TeamViewer Remote empowers companies to elevate their customer experience for lifelong brand loyalty.

Tellius (www.tellius.com): Tellius—Tellius is an AI-driven decision intelligence platform that helps get relevant insights from all your data faster and easier than ever.

Trianz (www.trianz.com): PULSE—PULSE is a desktop and mobile app designed to replace aging, intranet-based communication models for employees, clients, partners, suppliers, franchisees, and more.

Upland Software (www.bainsight.com): RightAnswers—RightAnswers is the complete connected knowledge management solution that uses AI and machine learning to improve the user and customer experience by enabling organizations to create a trusted, knowledge-sharing culture.

Vectara (<https://vectara.com>): GenAI Conversational Search Platform—This is a cloud-native, API-driven LLM-powered search built to serve the world's largest sites and applications at blazing-fast speeds.

Verint Systems (www.verint.com): Customer Engagement Cloud Platform—Helping build the competitive advantage organizations need to focus on every part of the business, the Customer Engagement Cloud Platform engages customers effectively—spanning call centers,

back offices, branches, customer experience, marketing, IT, and compliance operations.

VMware (www.vmware.com): Anywhere Workspace—An integrated workforce solution that builds trust for today's distributed workforce, Anywhere Workspace empowers and enables employees, reduces silos and operational overhead, and provides broader and more effective security.

Yext (www.yext.com): Yext's Answers Platform—Yext collects and organizes content into a knowledge graph, then leverages AI to improve the findability of relevant information across search engines, websites, mobile apps, and hundreds of other digital touchpoints.

Zendesk (www.zendesk.com): Sunshine Platform—Sunshine gives developers everything they need to build custom experiences on mobile, web, or social apps and to customize the agent workspace, save time with no-code tools to automate processes, and create streamlined workflows for greater efficiency.

Zoho (www.zoho.com): Zoho Workplace—Workplace unifies and centralizes workspaces, simplifies file storage, and streamlines team communication, as workers take their office suite with them wherever they go, accessing and working on documents, spreadsheets, and presentations.



Join the brightest minds in knowledge and information management at KMWorld 2023 this November in Washington, D.C.

Go here to register:
<https://www.kmworld.com/Conference/2023>

Upland Software: RightAnswers

RightAnswers—Better Knowledge Management Means Better Customer Support

On average, contact center agents spend 1.8 hours per day searching for and gathering information. Organizations that seamlessly connect their enterprise knowledge repositories with their systems of record can boost service quality, reduce call times, and save millions more with efficient customer self-service portals.

Luckily, there's a knowledge management solution that's here to take on that challenge.

RightAnswers gives you the flexibility to connect all available knowledge sources and deliver relevant information to your customers, contact center agents, and across the enterprise. Discover the power of connected knowledge!

- ▶ **Federated Knowledge**—Connecting the knowledge you need all in one place—whether in shared drives, websites, or in other compatible applications. RightAnswers best-in-breed search does all the work to find relevant information for you and displays it in a single window.
- ▶ **Service team support**—Empower customer service staff to access the right information at the right time with AI-enabled search, decision trees, and customizable interfaces.
- ▶ **Powerful self-service**—Improve the customer experience and decrease call volume by connecting knowledge to chatbots and self-service sites.
- ▶ **Simple knowledge creation**—Empower users to work together on creating and improving knowledge with the first system to be KCS v6 Verified.
- ▶ **Seamless integration**—Easily integrate with CRMs, ITSMs, and other tools across the enterprise or use the RightAnswers X browser extension to deliver knowledge anywhere on the web.
- ▶ **Meaningful Insights**—Interactive dashboards offer insights into the health of your knowledge base and provide information on knowledge base usage, effectiveness, and adoption.



Learn more! Watch the [Connected Knowledge Video](#) or [listen to our podcast](#)



RightAnswers

Upland RightAnswers

Web: www.uplandsoftware.com/rightanswers

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