



What to look for in an

Enterprise Knowledge Management Platform?



Checklist for finding
the best partner.

\$7,500

**Average cost to
train an agent.¹**



Experience

- What type of companies use their platform?
- Do they have considerable experience working with large enterprises?
- Which industries are finding value in them?
- Do they come with core industry expertise in the contact center?
- How are their current clients benefitting & ROI presented?
- Do they have experience in handling scalable & complex deployments?



Customer Success

- Are they able to provide Customer success managers?
- Does the team have contact center experience to advise on best practices for KM?
- Do they charge separately for integrations, on-boarding & training?
- Do they guide on platform adoption for maximum ROI?



Ease Of Implementation

- Do they have a standard implementation & go-live plan?
- Do they have on-cloud, on-premise & hybrid; all 3 models available?
- How quickly can they get the deployment done?
- How much effort will be required from your Technology & other Teams for deployment?
- Do they offer training sessions for different users of the platform?

\$5.05

**Average Cost Per Contact
at Contact Center.²**

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\$100 to \$175

**Average Cost Per
Field Visit. ³**



Ease Of Use

- Do they have open APIs for connecting with other platforms?
- How easy is it to create content like Decision Trees & Visual Guides?
- Are there ready connectors available for common CRM & Telephony platforms?
- Are they able to automate your existing manual processes with AI-Decision trees?
- Are agents able to find information seamlessly within your existing CX Stack?



Self Service Capabilities

- Does the platform allow you to publish knowledge on self service channels including help portal, chatbots & more?
- Is there ease of content consumption across multiple screen resolutions, devices & operating systems?
- Does the platform adopt your brand guidelines for personalisation of content on your support portal & app?
- Do they provide intelligent customer segmentation for personalised support?
- Do they provide actionable, intuitive & contextual knowledge delivery?
- Does their platform allow to make your content SEO friendly which helps in more traffic on your support page & website?
- Do they have a calculative ROI model in place for ticket deflection through self service and overall savings?

4.9 Months

**Time to proficiency
for agents. ⁴**

KNOWMAX



Platform

- Are they just a document management system or more than that?
- Do they provide Cognitive Decision Trees & Guided Workflows?
- Can you create Visual How-To-Guides to improve SOP Adherence & Knowledge Retention?
- Does the platform allow you to publish knowledge on self service channels including help portal, chatbots & more?
- Ease of managing knowledge for assisted & digital channels?
- Do they have an integrated learning management system (LMS) with Assessments?
- Is there a strong transaction-based feedback mechanism with close looping?



Innovation

- Do they have a track record of constant innovation & improvisation?
- What is their client retention percentage and duration?
- Do they have a 2-year product roadmap in place with milestones & timelines?
- Are they working on using AI, ML, RPA for KM in contact centers & self-service?

Delivering Smiles To Global CX Leaders



– Senior Manager–Process & Project Management

Knowmax, a Knowledge Management Platform has expanded our capabilities in terms of communication, information accessibility, and knowledge sharing about products and services with our end customers through digital and assisted channels using Picture Guides for pictorial support regarding various use cases, and their AI based knowledge base, becoming brain to our Chabot "Saeed". This helps our 120 Contact Center Agents as well as our customers on Mobile App, ChatBot & Website engage with our brand regularly; pushing us closer towards our goal of going digital.

Some Of Our Global Customers



Sources

1. **\$7,500** Average cost to train an agent - [LOMA](#)
2. **\$5.05** Average Cost Per Contact at Contact Center - [Cisco](#)
3. **\$100 to \$175** Average Cost Per Field Visit - [Salesforce](#)
4. **4.9 Months** Time to proficiency for agents - [Cornell University](#)

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