The Industry-Leading Solution for Knowledge Management

Too often, agents must waste time hunting for answers to customers’ questions. This is the wrong answer when it comes to enhancing the customer’s service experience.

Going far beyond search, KANA IQ for Agents provides dynamic service intelligence that guides agents through the process of finding the best possible resolution in the shortest amount of time. With KANA IQ, your agents can deliver consistent, accurate answers and advice without time-consuming searches or extensive training.

Fully integrated with your contact center desktop, KANA IQ leverages KANA’s “expert reasoning” capabilities to automate best-practice knowledge management that can increase first-call closure rates by an average of 25%.

KANA IQ puts intelligence at your agents’ fingertips to minimize the time and effort required to consistently deliver higher standards of service quality and efficiency.

- Increase customer satisfaction with faster, more consistent service. Diagnostic scripts make sure novice and expert agents alike find the right answer.
- Reduce call time and escalations. KANA IQ offers multiple methods of intelligent guidance and knowledge retrieval to help agents quickly interpret and resolve customer inquiries.
- Shorten the time-to-effectiveness. Expert reasoning matches the best diagnostic technique and resolution path to the individual to make every agent an expert without extensive training.
- Maximize the value of agent expertise and knowledge. Simple methods to capture and reuse knowledge are woven into the agent desktop, making it easy for agents to contribute their front-line expertise as part of their daily routine.

KANA IQ is designed to fit into your current service environment with its proven ability to integrate with enterprise systems and agent desktops. By leveraging customer and case data during the resolution process, KANA IQ delivers an advice-driven experience that produces a highly targeted, appropriate response to each inquiry.
As part of the KANA suite of multi-channel service solutions, KANA IQ works seamlessly with KANA eService, Web self-service, and contact center solutions, allowing customers to connect with your organization over their channel of choice. And with flexible options for on-premise or managed services implementation, KANA IQ offers a truly effective solution for delivering exceptional customer service while meeting the staffing, budget, and infrastructure needs of your organization.

The Right Answer for Great Customer Service

- Multiple knowledge retrieval aids including clarifying questions, dynamic interviews, topic search, search-term highlighting, and document summaries help agents quickly pinpoint the most relevant answer.
- Dynamic learning considers successful previous resolution experiences to help rank solutions.
- Expert modeling leverages specialists’ know-how to present answers in a predetermined order of relevance.
- Federated search enables efficient searches across multiple data repositories.
- Real-time authoring integrated with the agent desktop lets agents contribute content as they resolve inquiries.
- Feedback-to-authoring allows agents to comment on the usefulness of solutions.
- Form-based Web authoring lets suppliers and partners contribute for easy knowledge collection from the source.
- KANA IQ for Agents and KANA IQ for Customers share a single knowledgebase so that agents and self-service customers use the same information and guidance techniques. Entitlements appropriately manage access.
- A complete history of a customer’s self-service session accompanies escalated inquiries to eliminate redundant problem discovery.
- Financial-grade security facilitates compliance with regulations.
- Knowledge-Centered Support (KCS) certification ensures KANA IQ is compliant with the Consortium for Service Innovation standards.
- Visual authoring lets experts rapidly build content with drag-and-drop design tools to create and categorize knowledge.
- Easily configured workflow routes content contributions through a uniform review and approval process.
- Re-usability design links and re-uses content in multiple questions, problems, cases, diagnostic paths, and solutions to simplify support for thousands of products and services.

Agents can easily contribute new content or suggest updates with Web-based tools built into their desktop that promote continuous knowledge improvement.

- KANA IQ provides easy ways to import and spider content.
- Reporting console helps managers analyze and improve the knowledgebase with reports in multiple formats, versions, and schedules down to the minute.
- Usability-tested templates showcase best practices for managing content on the agent’s desktop.
- Portlet support provides flexible deployment on the agent desktop.
- Standards-based technology runs on a variety of operating systems and delivers proven scalability.

“KANA IQ is very easy for our advisors to use, and it’s also very easy for them to provide feedback if they need more information or the current information is incorrect.”

Head of KM and Self-Help Carphone Warehouse

The City of Amsterdam reduced call time by 40% with KANA IQ.

TD Waterhouse UK achieved a double-digit increase in customer satisfaction while reducing hold times nearly 25%.