

# 5 Best Practices for Customer Service Knowledge Management

## Accessibility

Identify where all your content is housed internally and externally.



## Training

Get agents aligned on KCS methodology including documentation creation, formatting, and review.



## Unification

Store documentation in one place easily accessed by agents.



## Discoverability

Make it easy to find answers with the least amount of clicks.



## Optimization

Constantly review and revise the knowledge base, avoid duplication, and ensure documentation is current.



# Answer For Customer Service Managers

**IM Harris**



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