

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

American Management Association



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