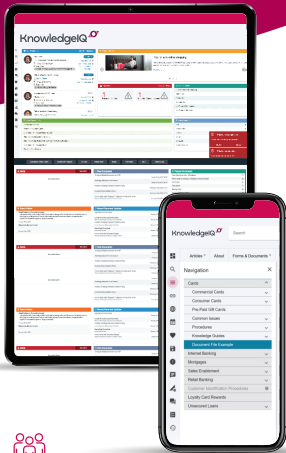


Intuitive knowledge management solution

KnowledgeIQ, by Knosys, is a market leading cloud-based (or on-premise) omni-channel knowledge management solution that simplifies and centralises the organising and sharing of knowledge and information.

KnowledgeIQ is trusted by over 40,000 users to find the right information, exactly when they need it, improving productivity and delivering the best in brand and customer experience.



IMPROVE STAFF ENGAGEMENT & RETENTION

Improve job satisfaction and morale by enabling staff to find the information they need to perform their role ensuring more ownership, autonomy and confidence in their abilities.



IMPROVE PRODUCTIVITY

Streamline processes, training and development by centralising information for easy access and instant answers.



IMPROVE GOVERNANCE & COMPLIANCE

Protect your brand by customising approval and publishing processes, moderate forums and audit for compliance purposes.



FAST ON-BOARDING OF STAFF & CUSTOMERS

Reduce training time for staff, and explanation time for customers, by providing guidance and visual workflows on how to approach and complete tasks.



ENHANCE CUSTOMER EXPERIENCE

Deliver consistent, accurate and relevant knowledge to customers across engagement channels.



ENCOURAGE COLLABORATION

Empower staff to assist in keeping knowledge current with in-article ratings, comments and forums to capture knowledge.



MINIMISE ERRORS & MANAGE RISK

Reduce your legal exposure and risk with business procedures, process mapping and guidance that minimises errors, reduces costs and restricts duplication.



KnowledgeIQ
ensures your
employees
work smarter



Reduction in call transfers and average handling time



Reduction in errors that lead to potential compliance issues



Improvement in sales campaign performance



Increase in team productivity



Reduction in staff onboarding and training time



Increase in management efficiency through reduced re-work

What our customers say

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It was impossible to find what you were looking for on our old knowledge management platform. Now we can easily find answers to our questions using search or the menu structure. I am confident that if the answer is on the new platform, our solicitors can find it. Erik Dober, Senior Solicitor, Office of Public Prosecutions, Victoria

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Visit knoiq.co to find out more about how we can revolutionise knowledge management in your organisation today