

621 Administrator Tue, Oct 15, 2013 [Knowledge Management](#) 0 3971

The screenshot shows the phpKnowledge v6 administration dashboard. At the top, there's a navigation bar with links like Home, Articles, Categories, etc., and a user profile section for 'Wahneema Lubiano' with login/logout options. The main content area features a line graph showing article views from 2008-11-02 to 2009-11-15, indicating a total of 267 views. Below the graph is a donut chart illustrating the status of articles: 39 Approved, 0 Pending, 0 Featured, 1 Disapproved, 0 Expired, 0 Saved Drafts, and 4 Deleted. To the right of the donut chart is a sidebar menu with various management options such as 'Create New Article', 'Manage Articles', 'Manage User Groups', and 'View All Statistics'. The footer mentions it was powered by phpKnowledge News Software © 2006-2009 Creative Software Technology.

Benefits for Enterprises

Knowledge base system improves operational efficiency of an enterprise. These systems along with the exceptional customer services help to reduces costs associated with customer interactions and ensure customer loyalty with the timely customer support. This

helps to increase revenues and Enhances agent productivity of an enterprise. Knowledge base systems provide an integrated solution for Customer support by sharing interaction histories, customer and company data and common tools across all communication paths, providing a positive experience for the customer.

Share Knowledgebase Resources

Knowledge base software makes the best use of an enterprise's resource. It helps create, organize, and generate common responses and other key information in Knowledge base Software. Knowledge base software system also makes sure the delivering of consistent messages across self-service and assists service channels and increases first contact resolution.

Quickly Process Inquiries Using the Knowledge Base Customer Interaction Hub

All the communication passes through the knowledge base interaction center for queuing and routing purposes and to show a customer's interaction in a single view.

Drive Ongoing Improvements with Robust System-wide Reporting

Knowledge base software enables management for continuous agent and team performance improvement. Management can do this quite conveniently by accessing in-depth analytical dashboards and big-picture strategic reports.

Integrate with 3rd party systems to maximize Knowledge base CIM

Knowledge base software can also be integrated with 3rd party system and other back office applications that help in service speed and quality.

PHPKB is a Knowledge Base Software that allows users to easily create and maintain a FAQ, documentation system, or complete support knowledge base. For more information. Please visit the official website of PHPKB software.

Online URL:

<https://www.articlediary.com/article/benefits-of-knowledge-base-software-for-enterprises-621.html>