

# Enterprise Class Knowledge Base Software for Knowledge Management

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Most enterprises use the knowledge base software for managing the information and data related to their employees and their customers. Almost every enterprise emphasizes the importance of a knowledge base software that really helps them enhance the customer experience and satisfaction level. By using a knowledge base software, they can set sophisticated privilege levels for data access. Users can raise tickets and contact knowledge base administrators to get answers to their queries.

A [knowledge base software](#) integrates digital asset management, content aggregation, and distribution. It helps to maintain and access critical digital assets in a proper workflow and under appropriate heads, making it easier for users to search. Some companies offer systems with document management, business process automation, and portal content access. Some advanced products available on the market integrate many pieces of records management, web publishing, imaging, workflow, **knowledge management**, and **collaboration software**. The collaboration module allows people within and outside an organization to participate in sharing documents and tasks as well as communicating through discussion threads.

## Benefits of Knowledge Management for Enterprises

A knowledge base system improves the operational efficiency of an enterprise. These systems along with exceptional customer services help to reduce costs associated with customer interactions and ensure customer loyalty with 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 Knowledge Resources

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

1. Quickly Process Inquiries using the Knowledge Base's 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.
2. 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.
3. Integrate with 3rd party systems to maximize Knowledge base CIM: Knowledge base software can also be integrated with 3rd party systems and other back-office applications that help in service speed and quality.

One such powerful **enterprise-grade knowledge base software** is [PHPKB](#) which allows users to easily create and maintain a FAQ, documentation system, or complete support knowledge base.

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