

USU Knowledge Management vs. Salesforce Knowledge

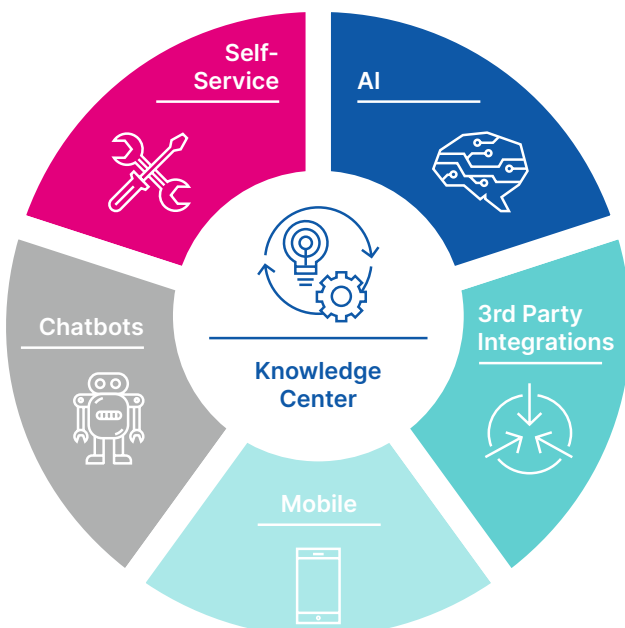
USU Knowledge Management is designed specifically for customer support so you can consolidate, improve and maintain all your data in one place and deliver it to any channel. Cut costs, handling time and boost your FCR with a purpose-made CX tool.

Outdated desktop tools for pure document management are insufficient to tackle the challenge of omnichannel service. Agents need an easy-to-use interface with powerful behind the scenes editorial workflows, news, alerting and troubleshooting.

Here are some differences between USU Knowledge Management and Salesforce Knowledge (an add-on to their CRM).

Goals of a Professional Knowledge Base

- Agents need to access knowledge quickly and easily to ensure high customer satisfaction.
- Knowledge must be accurate, up-to-date and high-quality.
- The main purpose of customer service knowledge is to boost agent efficiency and effectiveness.



“ A very powerful tool for knowledge management in service environments with excellent vendor support.

Customer review from Capterra

See USU Knowledge Management in action:

[Free demo!](#)

	USU Knowledge Management	Salesforce Knowledge
Capabilities		
Focus	Customer service / Knowledge base platform	CRM Add-on
Use cases	Centrally manage support data for all service channels	Support customer cases within the CRM application
Purpose	Improve contact center KPIs and CX	Document management
Features		
Decision trees	✓	✓
Federated search capabilities	✓	✓
Article creation	✓	✓
Dashboards	✓	✓
Integrated e-learning	✓	
Knowledge tests	✓	
Graphical decision tree creator	✓	
Automated link checker	✓	
CRM capabilities	✓	✓
Multi-language support	✓	✓
Chatbots	✓	✓
No separate licensing of knowledge authors	✓	✓
No size limit on attachments	✓	✓
Assign documents to multiple categories	✓	✓