

Leading Knowledge Database Provider Comparison

		USU	Salesforce	Shelf	KMS Lighthouse	Zendesk	Serviceware Knowledge
Manager	Export Documents to HTML, PDF or XML	✓	○	✓	✓	○	✓
	Delivery on Premises	✓	—	—	—	—	✓
	Delivery cloud	✓	✓	✓	✓	✓	✓
Editor	Active Editor in the Form of Knowledge Blocks	✓	—	—	—	—	—
	Market-Specific Content Release	✓	—	—	—	—	—
	(Simple) Assignment of Co-Editor Rights	✓	—	—	—	—	—
	Auditable knowledge	✓	✓	○	○	○	—
	Integration of content types/ content modules	✓	—	✓	—	—	—
	(Simple) content payout in different channels	✓	○	○	○	○	○
	Opt. integration self-service	✓	✓	—	—	✓	—
	Connection to digital voice assistants	✓	—	✓	✓	—	—
	AI-based content health management	✓	—	—	—	—	—
	Agent/editorial support via co-pilot function	✓	✓	✓	—	—	✓
	Opt. integration chatbot	✓	○	—	—	○	○

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Service Agent	Multilingualism	✓	✓	✓	✓	✓	○
	Customizable user interface (via drag & drop)	✓	—	—	—	—	—
	Self-learning, AI-based search	✓	○	○	○	○	—
	Knowledge graph (based search)	✓	—	—	—	—	—
	Agent assist	✓	✓	✓	✓	✓	—
	Guided dialogs	✓	—	✓	○	—	○
	E-Learning: training and tests	✓	—	—	—	—	—
	E-tests for IDD certification	✓	—	—	—	—	—
	Extended searchability/ search filter	✓	✓	○	○	✓	✓
	Create templates	✓	✓	✓	✓	✓	✓
	Comparison of document versions	✓	✓	○	○	✓	✓
	Troubleshooting guide	✓	—	○	○	—	○
	Favorites	✓	✓	✓	✓	✓	✓
	Predefined industry knowledge	✓	—	—	—	—	—
	Mobile app	✓	✓	✓	✓	✓	✓
Service Agent + Editor	Comment function & feedback	✓	✓	○	○	✓	✓
	Graphical decision tree	✓	—	○	○	—	—
	Connection to GenAI services*	✓					
Conclusion		Future-oriented innovation leader, who continues with unique functions for the service convinced.	Standard option, if Salesforce is used and the requirements are rather standard are standard.	Powerful system with the classic and essential functions.	Round system with attractive surface for simpler applications.	Standard option, if Zendesk is used and the requirements rather standard are standard.	Simple operability, but future-oriented through innovative functions missing.

✓ Yes ○ Partly — No

Connection to GenAI services



Editors & Service Teams

- Answering user queries
- Revising/rewriting documents
- Translations
- Execution of services



Quality Manager

- Identification of quality problems
- Management of QA tasks



Architects & Software Developers

- Integration of external data sources
- External AI-based search functions
- Quality optimization of external RAG concepts



Management

- Support with problem solving
- Management of workflows
- Management of authorizations
- Creation of reports

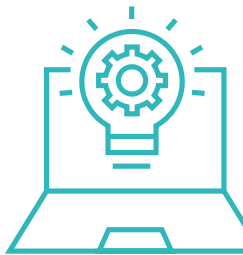


Talent Developer

- Creation of tests
- Preparation of coaching sessions
- Implementation of tests

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