## USU

**Fact Sheet**

# Help Center

**USU Knowledge Management**

## Extend your Knowledge Base to your Website for Smarter Self-Service

Meet your customers where they usually begin their journey, on your website. Help Center publishes your support content on your website while you maintain it from your knowledge base. Make life easier for customers and agents by offering an easy self-service experience online and reducing the volume of common inquiries.

Once you update your knowledge base, the changes are automatically reflected on your website, meaning no additional effort or duplicate updates are required, saving you time and ensuring consistency.
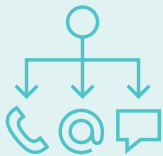
**24/7 Omnichannel Self-Service**

**No duplicate effort to update website**

**Custom branding & Responsive design for all devices**

## Key Benefits

| Customer Service | IT |
|---|---|
| • Pages designed with quick templates<br>• Article language chosen automatically based on user's browser language<br>• Use custom domains like help.yourcompany.com<br>• Custom branding to match your corporate design<br>• User feedback capabilities for search improvement and analytics | • SEO ready & indexable<br>• Analytics ready<br>• Responsive design & mobile friendly<br>• Compatible with your existing web analytics and tracking tools<br>• 100% accessibility, fully WCAG 2.1 compliant |

### Get in touch for further information.

**www.usu.com**

## Smart businesses use USU

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**USU**