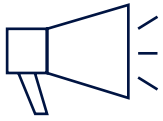


## 4 Must-Have Knowledge Base Features

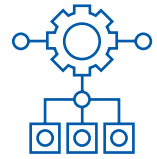
**A general purpose knowledge base won't cut it for customer service.**

Details make all the difference. These four examples appear minor but make a huge impact on agents' daily work. That means better agent and customer experiences.



### Feedback

- Every agent can contribute
- No extra license needed



### Decision Trees

- Easily script common issues
- Create consistent processes



### Document Validity

- Set automatic expiration or review dates
- No more outdated information
- No extra license needed



### Display To/From

- Only show documents for fixed time periods
- Perfect for seasonal promotions

