

# Comparison of Leading Knowledge Base Providers

		USU	Shelf	KMS Lighthouse	Salesforce / Zendesk	Sabio Service-ware 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 to different channels	✓	○	○	○	○
	Opt. self-service integration	✓	—	—	✓	—
	Connection to digital voice assistants	✓	✓	✓	—	—
	Opt. chatbot integration	✓	—	—	○	○
Service agent	Multilingual	✓	✓	✓	✓	○
	Customizable user interface (by drag & drop)	✓	—	—	—	—
	Self-learning, AI-assisted search	✓	○	○	○	—

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Service agent	Knowledge graph (based search)	✓	—	—	—	—
	Agent Assist	✓	✓	✓	✓	—
	Guided dialogs	✓	✓	○	—	○
	E-Learning: Training and tests	✓	—	—	—	—
	E-tests for possibility of IDD certification	✓	—	—	—	—
	Advanced searchability/ search filters	✓	○	○	✓	✓
	Template creation	✓	✓	✓	✓	✓
	Document version comparison	✓	○	○	✓	✓
	Troubleshooting guide	✓	○	○	—	○
	Favorites	✓	✓	✓	✓	✓
	Predefined industry knowledge	✓	—	—	—	—
	Mobile app	✓	✓	✓	✓	✓
Service agent + Editor	Comment & feedback function	✓	○	○	✓	✓
	Graphical decision tree	✓	○	○	—	—
Summary		Future-oriented innovation leader that continues to impress with unique service features.	Powerful system with classic and essential features.	Round system with attractive surface for simpler applications.	Suitable when using tools and standard requirements. If more is required, Knowledge Center is a specialized KM tool.	Easy to use, but lacks innovative functions for future orientation.
✓ Yes ○ Partly — No						

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