

## Extensive Customer Service Improvements with KnowledgeIQ



Probe, a leading global outsource customer experience organization was engaged by one of Probe's clients to implement Knosys' Knowledge Management solution – KnowledgeIQ. The deployment of KnowledgeIQ led to significant improvements in service delivery, process consistency, employee confidence and staff onboarding.

### THE PROBLEM

Probe's client had experienced rapid global growth, with ambitious plans for further growth.

The information management tool they were using was not designed for knowledge management and certainly not designed for effective retrieval of the correct information at the speed required for frontline staff.

It was also not designed for multilingual knowledge support, a critical requirement for the company to meet its ambitions.

To facilitate its global growth, Probe's client was looking for an intuitive knowledge management system. They required their agents to have better access to information, feel empowered, be more productive, confident and engaged.

### ABOUT PROBE

**Name:**  
Probe Group

**Website:**  
[www.probegrup.com.au](http://www.probegrup.com.au)

**Industry:**  
Technology / Consultancy

#### About Probe:

Probe Group a leading customer experience organisation, operating across the Pacific, Asia and North America.

They design and deploy solutions anchored around the delivery of exceptional customer experiences through its customer management, consulting and intelligent automation businesses.

## THE SOLUTION

Probe's client was seeking a knowledge management solution that offered value, and the functionality to allow them to implement a platform that maximized frontline speed and efficiency to respond with the correct and relevant information.

When comparing the system against others in the market, the client was looking for a solution that satisfied the following:



Ability to support a global company:

- author in multiple languages
- document control and security



A platform type solution that suited their clients hosting requirements



Had API or integration capacity



Built-in feedback, learning check, notifications, advanced search and process approval functionality



Permissions based access and authoring

Probe chose KnowledgeIQ for the client based on the breadth of functionality and tested the system with experienced knowledge experts. They rated the system against key players in the market and found KnowledgeIQ was the perfect fit for their challenges.

KnowledgeIQ was able to meet all the requirements and surpassed expectations when it came to deliverability, support and speed at which the platform was implemented.

## QUICKER CUSTOMER INTERACTIONS

"During my time as a customer service specialist I was tasked with resolving customer's enquiries over the phone and via webchat. KIQ helped my colleagues and myself be more efficient, benefiting both the customers who I was able to provide a quick and accurate resolution to, and myself as I was able to achieve my goals, develop professionally, and become a document author."

**Process Associate  
and Document Author.**



## IMPROVEMENTS IN STAFF ONBOARDING

"We saw improvements in the outcomes of training quizzes and assessments. Overall training quality average increased by 9% for our people who were utilizing Knowledge IQ".

**Quality Assurance Team Leader.**

## OUTCOMES

### Simplicity:

With the support of the KnowledgeIQ team, system adaptations were made to meet the requirements of the client. KnowledgeIQ's inbuilt configuration capabilities allowed the client to present information and instructions to its users exactly how they wished to. User experience was key to driving adoption of the solution, so delivering a simple yet engaging digital workplace for the frontline employees was critical.

KnowledgeIQ's ability to allow users from a single interface easily write articles in multiple languages, provide feedback, collaborate and search within the system, has helped Probe's client's team engagement with processes, and their work.

### Single Source of the Truth:

With the introduction of KnowledgeIQ, the client now has a solution that has increased frontline speed and efficiency to respond with the correct and relevant information. Critical information can now be found via a single reference point. KnowledgeIQ's powerful search functionality and user-friendly design has helped agents to quickly and easily communicate answers back to customers –

**"The impact of KnowledgeIQ was immediately noticed. Ease of use and searching for documents instead of scouring through documents in shared folders has made agents' tasks easier. As a result of the transition, agents feel more armed and empowered during their interactions." General Manager.**





## Business Platform:

Probe's client was seeking a knowledge management solution that offered value, and functionality that maximized frontline speed and efficiency to respond with the correct and relevant information. Since the implementation, the client has seen major improvements in the delivery of quality of service to their customers. The quality performance score for customer resolution jumped by approximately 6% and is improving day by day –

**"The implementation of KnowledgeIQ definitely helped the agents in terms of Quality Assurance scores. Based on KnowledgeIQ's utilization, scores have been improving month-on-month, now they have a tool that hosts all the processes". Quality Assurance Team Leader.**

KnowledgeIQ has a breadth of functionality, that Probe's client is still exploring. After seeing the initial benefits to performance, and for their people they are excited to continue enhancing the way information can be presented and provided.

# KnowledgeIQ

## Knosys' KnowledgeIQ is the knowledge management platform empowering teams

Our software suite lets you manage your company knowledge as a strategic asset and facilitate better collaboration, better decision making and better business outcomes.



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KnowledgeIQ   
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