



Why salesforce.com needs MindTouch[®] ... and so do you.

1 Time to value

MindTouch is the quickest to deploy self-service solution available. The site turns on instantly and our Success Team is driven to ensure that your site is ramped up, running, and delivering value without delay.

2 Total cost of ownership

MindTouch requires no special technical hires, no upfront investment, no hardware and no additional staff to deploy or maintain. The interface is deliberately designed to be intuitive and easy to use.

3 You are our Partner not a Prospect

We take the Service element of SaaS seriously. No matter your license level, MindTouch treats you as a partner. MindTouch Blueprinting and Customer Success Check-Ins are a standard feature of every license.

4 Objective, verifiable success monitoring

We believe in transparency and value delivery. For that reason, MindTouch provides real time reporting showing site's usage, visits, searches and downloads in terms of units of value that we call "HelpRequests™."

5 Not a knowledge base

Knowledge bases feature a collection of disaggregated article stubs that are only suited only for break-fix models. MindTouch solves this issue by placing help articles within a learning framework that puts your customer on a path to successful product adoption and brand advocacy.

6 Ease of authoring and collaboration

Contributing and managing many contributions in MindTouch is drag-and-drop easy.

See what our clients say...



"The learning curve for DITA is steep. MindTouch, on the other hand, is so intuitive that we were productive from day one.

Chantel Brathwaite,
Senior Technical Writer



"As a MindTouch customer, we know that we have a partner that is fanatical about our success with their products.

Tien Tzuo,
Founder and CEO



"MindTouch administrators can track customers' behaviors, searches and views. Knowledge managers will know what's working and what to improve. Product and Marketing managers receive valuable insights that make them more effective.

Andy Jacobson,
Sr. Director of Operations - User Experience

7 MindTouch loves your brand

Out of the box, MindTouch is the easiest system for seamlessly integrating with your brand - your customers will never feel like they've left your website.

8 Rapid integration and customization

When it comes to your support agents' experience - Salesforce comes first. MindTouch makes it easy for agents to get the information they need without ever needing to leave their Salesforce interface.

9 SEO best practices

MindTouch has put SEO front and center - because 80% of buyers are educating themselves online before buying. MindTouch ensures that you control the message. Many of our customers report a 40% jump in organic site traffic within the first six months.

10 Dynamic FAQs

MindTouch success centers are immediately responsive to customer trends and requests. With HelpRank™, you can be sure that your content and search results are optimally organized.

11 Advanced content features

MindTouch allows you to make only certain articles or even sections of articles visible to specified users. Other features include content and styles that change based upon a user's group, global variables, and content reuse.

12 Unique customer insights & knowledge analytics

MindTouch tracks your customers' behaviors, search queries, and article views across every engagement channel. Agents will know more about your customers. Knowledge managers will know what's working and what needs to be improved.

See what our clients say...



MindTouch enabled our agents to create over 800 articles in less than two weeks. By integrating with our existing Salesforce support platform, we were able to quickly train and roll out the new solution as a part of our agents' workflow. This reduced the time and the cost for us to recognize results dramatically. We launched in days rather than months.

Tom Pacholke,
VP of Customer Success



The MindTouch authoring experience is so simple and effortless that new contributors from any part of the company can make an immediate impact. The tool stays out of the way, so we can focus on the content we're delivering to our customers.

Renee Schaefer,
Documentation Manager



MindTouch allows you to make certain articles or even sections of articles visible to only specified users or groups - and you can even use your existing authentication provider. Such easy-to-use features and embedded analytics will help you manage your community more effectively.

Sarah Lesway-Ball,
Senior Manager, Customer Experience

13 Language support

The MindTouch user interface supports over 20 different language variants which allows you to address, engage, and make customers successful in a multitude of different markets.

14 Unique search features

Support agents and end users will find the right information faster. MindTouch has unique dynamic decision trees, search filters, and customizable faceting.

15 Performance as a feature

MindTouch delivers page and API requests in a fraction of a second and scales to millions of daily interactions. It works from day one and it works - fast. We even guarantee your uptime.

16 KCS Compliance

MindTouch is fully Knowledge Centered Support compliant. This methodology helps companies improve customer support while lowering costs. If KCS is unfamiliar, check out the KCS success center. Guess who powers it? MindTouch.

17 Omni-channel and in-product contextual help

MindTouch is the only product with GeniusLink, a pre-built interface that extend product and service knowledge into any customer interaction point. MindTouch F1 allows you to add a help button in minutes for in-product contextual help.

18 Early access program

We value your feedback and guidance as we develop our product and accelerate customer success. For that reason, we provide our customer visionaries access to our Early Access Program (EAP) where they can try out and critique our latest features and developments before the general release.

See what our clients say...

duda mobile

“ MindTouch is the most customizable and comprehensive platform that we found for our customer support knowledge base. It seamlessly integrates with our brand so that our customers never feel like they have left DudaMobile.com or DudaOne.com. Given our performance needs, MindTouch was by far the easiest system to set up and configure.

Kate Hobbie,
Director of Customer Support

mimecast
unified email management

“ MindTouch has enabled us to significantly improve our existing documentation services for our customers, with increased page visits and over 30% increase in time spent engaged in the knowledge center as a result. Their support team is a pleasure to work with, and we always look forward to the weekly service upgrades.

Giulio Magni,
Education Lead

KINETIC DATA

“ By using MindTouch, we've seen a spike in user adoption. With a learning framework of linked, sequenced, and related articles, customers find answers and supporting information from many departments that help them become product experts.

Brian Peterson,
Developer / Analyst