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MindTouch Speeds Knowledge Creation and Optimization with Latest Enhancements

Spring '19 enhancements help organizations more quickly put knowledge into the hands of agents and customers for improved self-service and increased operational efficiencies

SAN DIEGO — MindTouch, a leading provider of enterprise-grade, AI-powered knowledge management solutions for mid-size to large organizations, has released its Spring 2019 platform enhancements to speed knowledge creation and optimization.

These latest enhancements help contact centers and support organizations deliver better customer self-service while realizing increased operational efficiencies.

Enhanced capabilities and benefits include the following:

- **Knowledge-Centered Service (KCS®) v6 verification**: Customers can now use the KCS industry-standard knowledge management best practices methodology from within the MindTouch platform to more quickly and effectively create and use knowledge for increased operational efficiencies and improved self-service.
- **Capture Manager for Salesforce Service Cloud**: This integration extends KCS-supported knowledge creation and optimization capabilities into the Service Cloud interface, enabling agents to work more efficiently while giving customers faster, more effective service.

- **Support for OpenID Connect**: This latest single sign-on (SSO) authentication protocol improves on older versions by functioning across not just web-connected products but mobile and other applications using granular profile information to provide a more personalized customer experience.

"The MindTouch platform's ready-built integrations and KCS verification made it fast to deploy and easy to use," said Joel Sandi, 8x8's customer engagement manager. "In particular, getting a solution built on industry-standard knowledge management best practices has been foundational to our self-service initiative. It's helped our tech support engineers create better knowledge faster — knowledge that's helped increase the use of self-service and, overall, create a better customer experience."

MindTouch created its platform to solve the problem of siloed knowledge base systems that aren't scalable, extensible or digitally optimized for customer self-service.

"We built our platform for customer-centric organizations who need to deliver an omnichannel experience as part of their digital transformation efforts," said Connie Quach, vice president of products for MindTouch. "Our latest enhancements further help these companies create consistent, meaningful and effortless customer experiences by making knowledge even easier to create, use and optimize regardless the touchpoint or channel."

To learn more about the MindTouch Spring 2019 enhancements, visit https://mindtouch.com/resources/mindtouch-spring-19-launch.

To learn more about MindTouch solutions, visit https://mindtouch.com/product.

About MindTouch

MindTouch is a leading provider of enterprise-grade, AI-powered knowledge management solutions for mid-size to large organizations. Its knowledge management platform includes solutions for customer self-service, agent assistance and departmental knowledge. Focused on the customer experience, MindTouch is trusted by some of the largest global brands to extend knowledge when it's needed, where it's needed and how it's needed. The result is faster, more consistent and more personalized customer service, along with increased productivity, improved operational efficiencies and reduced costs.

 The MindTouch platform was designed for rapid deployment and integrates easily with CRM systems, contact center solutions, communities and chatbots. MindTouch has received JMP Securities' Hot 100 Software Companies Award, G2Crowd's Best Software for Customer Service Award, and the TrustRadius Top Rated Customer Experience Management Platform Award. MindTouch serves more than 340 companies worldwide. It was founded in 2005 and is headquartered in San Diego, California.

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Contact

Christine Holley
Sr. PR Account Executive
MindTouch
christineholley@mindtouch.com
804.986.7184