

Knowbler - the world's first knowledge creation, review, reuse and improvement software helps enterprises leveraging Microsoft Dynamics 365 with the ability to achieve knowledge-first outcomes. Fueled by the power of Machine Learning, Natural Language Processing and SearchUnify's Insights Engine, the software removes the friction in creating knowledge articles for support agents, knowledge workers, and content teams.

Key Drivers of Knowbler's Vision

- Oftentimes, there is an inherent resistance among customer support and knowledge teams to document knowledge around successful resolutions and hence, tacit knowledge fails to be captured. With the power of machine learning, Knowbler aims to accelerate and optimize the process of knowledge capture, management and quality analysis, to help organizations speed up their journey to becoming knowledge-first.
- Another key indicator of the health of your knowledge base is whether or not it reflects the voice of the customer. Knowbler helps bridge this gap by ensuring that the content created reflects customers' feedback and is better findable on enterprise properties.

Key Capabilities of Knowbler

- ML-driven auto-population of content
- Auto-indexing of content in pre-defined templates
- Ability to use, review, flag and fix existing articles
- Content health review and analytics

Key Benefits of Knowbler

- Knowbler leverages machine learning for auto-populating knowledge articles on a pre-defined template, while your support agent resolves a case within MSFT Dynamics. This empowers support agents to create knowledge articles at the same time a resolution is proposed, in the workflow.
- Knowbler lets agents attach resolution articles to cases so that when a similar issue arrives in the future, the solution is easier to discover. It identifies the KB articles that failed to leave their mark so that the support coaches can review them and share feedback.
- Monitoring the usage of knowledge base articles is as important as creating them. 'Support Effectiveness' analytics gives the ratio of cases where Knowbler-generated articles were shared or attached to cases. 'Contributor Analytics' reveals the number of articles' support agents' authored and how many times they were linked to cases.