



KMS Lighthouse
The Way to Know



KMS Lighthouse Revolutionizing Knowledge Management

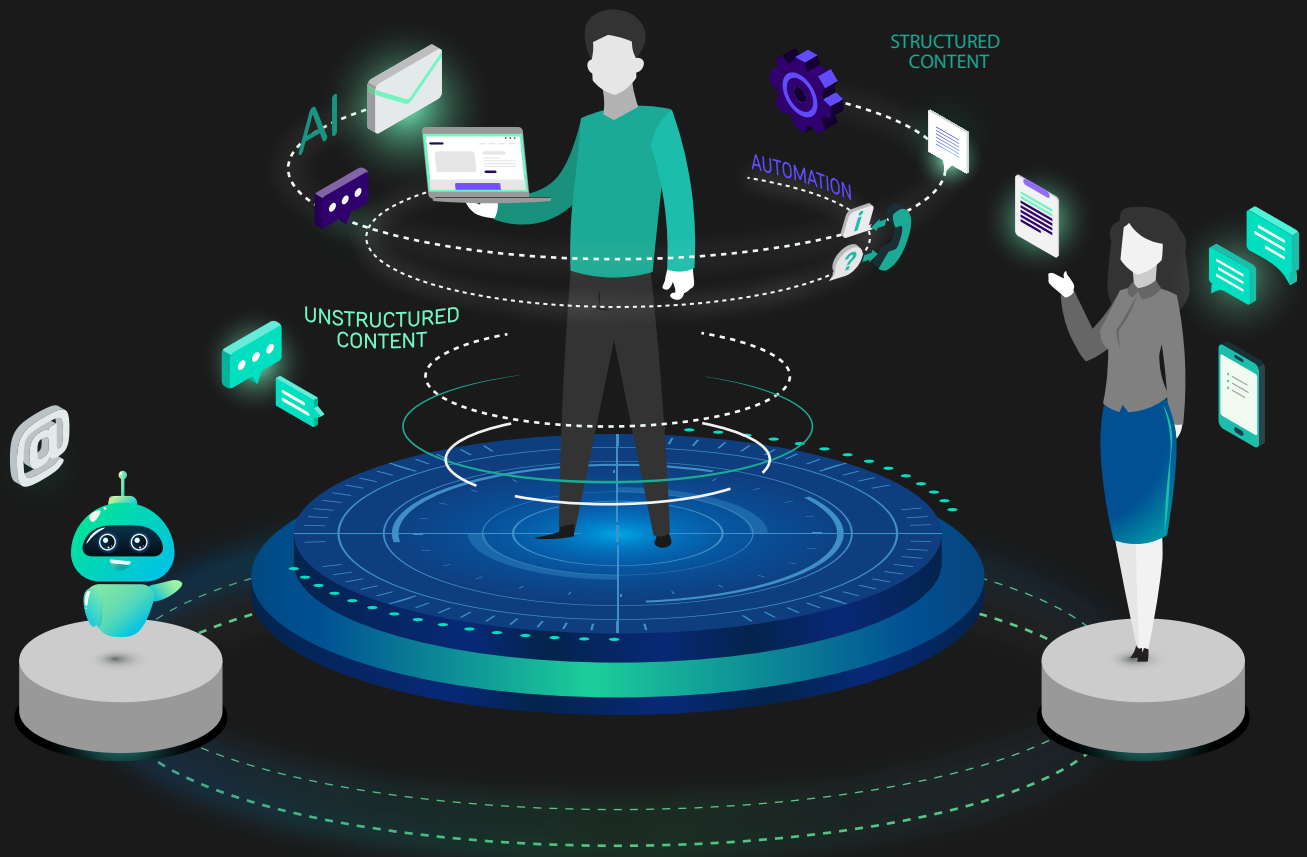


KMS Lighthouse is the leading provider of cutting-edge knowledge management solutions. Lighthouse enhances every business engagement by empowering employees, agents and customers with real-time access to accurate and consistent knowledge to improve customer and employee experience alike. The revolutionary knowledge management solutions boost team productivity, reduce costs and promote speed to knowledge by delivering immediate answers.

Deeply rooted in AI and machine learning technology the knowledge management capabilities are precise, enabling organizations to build a centralized and accessible knowledge repository for both structured and unstructured content.

The automation capabilities enable the delivery of knowledge to anyone, across any channel, including call centers, self service, branches & stores, distributed workforce, knowledge portals, virtual assistants, chat and mobile.





Knowledge Management

Smart Structured Knowledge

Lighthouse boosts productivity and efficiency with a powerhouse of digitized knowledge that's easy to update, collaborate, share, or provide feedback in real-time. With a unique knowledge base at its core and a robust set of APIs, the Lighthouse solution has a powerful patented search functionality that dramatically improves engagements across all customer and employee channels. Decision trees enable step-by-step flows for scripting, troubleshooting, guidance and training. Lighthouse provides template structuring in order to digitize knowledge and ensure consistency. With a no-code set up required, business administrators can manage the solution without IT involvement. Lighthouse is easily integrated to 3rd party solutions ranging from CRMs, ticketing and chatbots including Salesforce, Freshworks and Zendesk.

Intelligent Document AI

SPOT is the plug & play solution that provides a **Single Point Of Truth** that makes your documentation actionable. Powered by deep learning and AI, SPOT enables organizations to transform untapped, unstructured content into a resourceful, instantly consumable knowledge source that is easily accessible by all users. Users simply ask a question and receive an answer highlighted directly in the original document. SPOT syncs with cloud repositories including Google Drive, Sharepoint and Confluence, allowing you to automatically leverage documents into SPOT so that users can easily find precise answers within files and documents.

Automate Interactions - Auto-pilot and Co-pilot

Reps AI technology transforms enterprise services to be efficient, accurate and customer centric with our proprietary Natural Language Processing (NLP). Built on deep intent understanding, Reps AI delivers a 3-tier automation process for improved service including intent tagging & routing, real-time agent assistance and omnichannel automated response & actions. Reps AI saves millions in service cost and time, by learning from historical free text customer engagements to automate and streamline ticketing, email and chat for employees and customers. The automation enables employees to focus on the more complex tasks and reduces the cost of operations for the recurring, simpler interactions and speeds up customer experience.

Trusted by Some of the World's Leading Brands

Lighthouse is implemented by organizations across a variety of industries including healthcare, insurance, retail, financial services, logistics, hospitality, nonprofit and more.

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 **GE Healthcare**

 **VTB**

 **DELTA DENTAL**

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Award Winning Technology

