

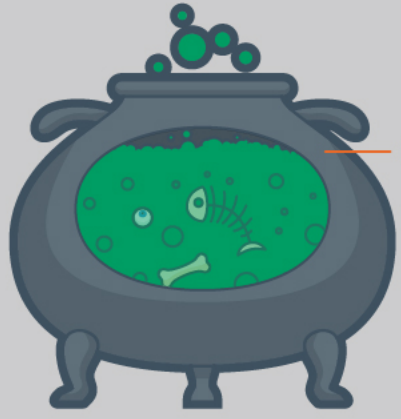
4 Knowledge Management

TRICKS to TREAT

Your Employee Self-Service Experience

Not being able to deliver the best support possible to your employees can be frightening—this includes falling short on employee self-service!

The Use of Knowledge Management and Self-Service in Support Organizations



81%

81% of people attempt to help themselves before reaching out to support.*



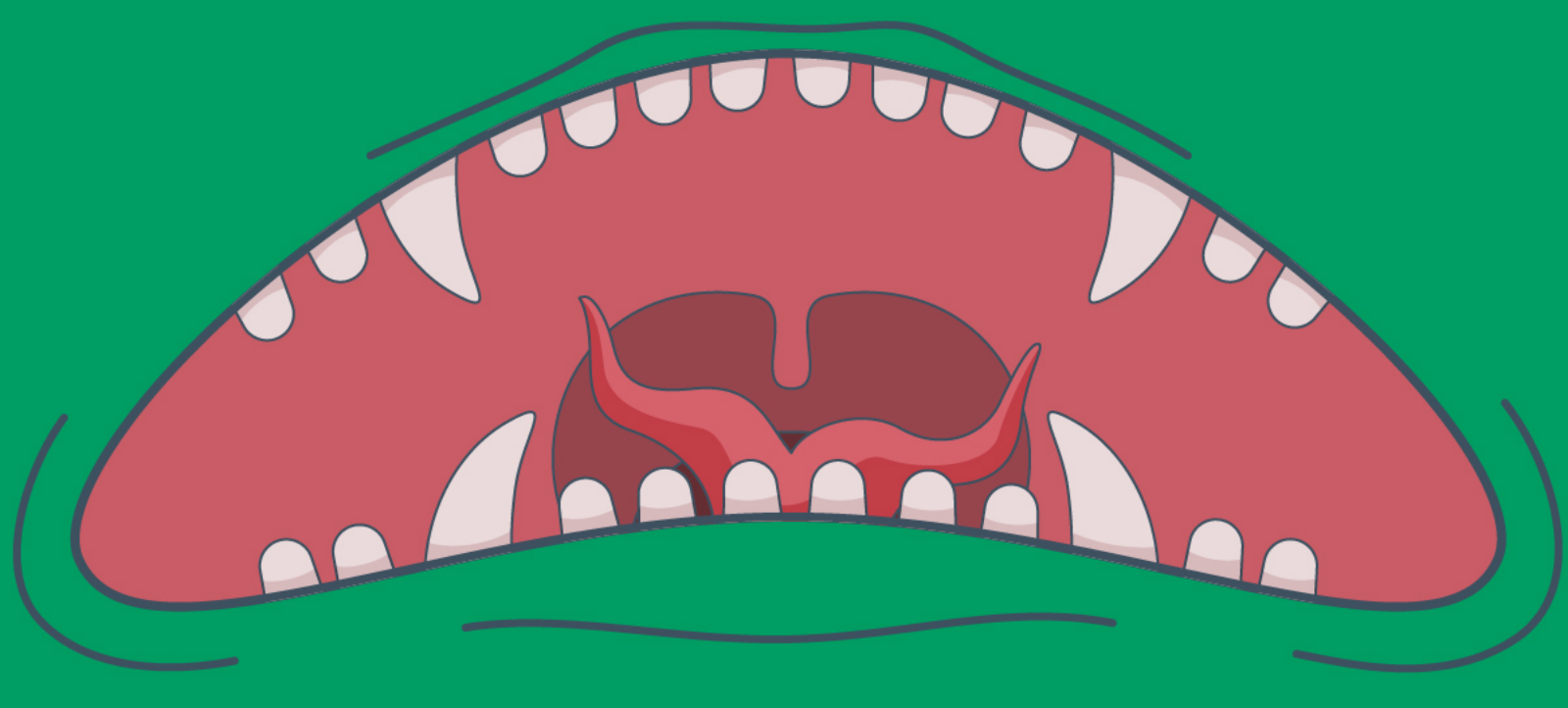
12%

12% of self-service initiatives have delivered the anticipated ROI, with this mainly due to the lack of user adoption**

* Harvard Business Review ** Service Desk Institute

Don't be left behind when it comes to providing the right support to your organization. Treat your employees to a spook-tacular self-service experience with these four knowledge management tricks that will blow their socks off.

Deliver bite-sized knowledge through interactive features



Break up those scary, long-form articles with digestible ones so it's easier for employees to follow along. The use of multimedia such as videos, step-by-step guides and images can help enhance the user experience.

Automate, automate, aah-ooooh-tomate!



Don't let a full moon get in the way of what your employees are looking for. With self-help technology you can easily automate processes such as onboarding new hires, password resets or step-by-step guides so employees can access knowledge without involving the service desk at all.

Offer relevant content that is accessible from anywhere

Ghosting knowledge is a no-go! Offer omnichannel support so employees can access the knowledge from any device. This includes self-service portals, within applications, community platforms, virtual agents and chatbots.



Integrate your knowledge soul-ution with your ITSM and CRM



It's a no-brainer—employees want to solve problems quickly. Integrating your knowledge management platform with user information such as job title or department can provide the user with contextualized knowledge that is relevant.

Don't let the full moon spook your employees out! Treat them with these 7 knowledge management tricks that will enhance their employee self-service experience.

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