

# RightAnswers Knowledge Success: Knowledge-Paks® Library

## Industry-Leading Knowledge Solutions

The RightAnswers Knowledge Success program, an integral component of the RightAnswers Unified Knowledge Suite, provides a high-impact Knowledge Base tailored to the needs of end-users and Level 1 and Level 2 Help Desk professionals. It leverages the features and functionality of RightAnswers Self-Service and RightAnswers Support Analyst to create a “personalized” user experience with unique views into the Knowledge Base.

As part of the RightAnswers Knowledge Success program, RightAnswers provides the RightAnswers Knowledge-Paks® Library. The Knowledge-Paks Library is comprised of over 125,000 solutions covering 250 of the most popular commercial off-the-shelf software applications, and contains comprehensive application feature, functionality, and usage information. RightAnswers' Knowledge-Paks, especially when coupled with RightAnswers' Custom Content Services, are designed to increase the ability for end-users to self-resolve their incidents, and improve the efficiency and effectiveness of support analysts.

Select titles are also available in Spanish, French and German.

Knowledge-Paks are organized into the following six solution types:

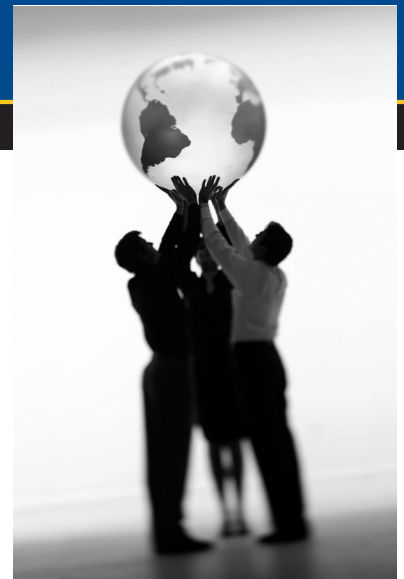
- *How To*: shows step-by-step functionality to achieve a specific result
- *Show-IT*: a multi-media presentation providing a step-by-step “walk-through” (allowing for “just-in-time” eLearning)
- *Automate-IT*: “wizard-like” functionality that automatically runs the solution on the user's desktop
- *Diagnostic Tree*: a “decision tree” that provides end-users with an additional option for searching a solution
- *Problems/Solution Pair*: generally matched with a “How To”, this solution is effective when the user generally knows “how” to but is unable to do something
- *Error Message*: derived from application-specific error messages, this solution provides either an explanation or workaround to a failed process/procedure.

As part of the RightAnswers Knowledge Success program RightAnswers offers the Knowledge Cycle™ - an industry-unique offering which enables RightAnswers to continuously grow our Knowledge Base with the most up-to-date, high-impact content. The Knowledge Cycle provides an online vehicle for support analysts to request that additional content be added for those issues they have difficulty resolving. There is no additional charge for this service nor is there a limit on the number of solutions that can be requested.

For more information, including a complete Knowledge-Paks title list, please visit [www.rightanswers.com](http://www.rightanswers.com).

*RightAnswers has provided an excellent pre-packaged solution for application support that's easy to search and find detailed answers. Easily one of the most exciting and helpful features is the Knowledge Cycle!*

Help Desk Analyst, QAD Inc



### About RightAnswers

RightAnswers delivers the high-impact content, innovative technology solutions and value-added services to enable internal Help Desk organizations to improve the end-user support experience, increase support capacity and reduce overall support costs. With over 1.5 million licensed users, the RightAnswers' Unified Knowledge Suite solution enables quick problem resolution for both self-service end-users and support analysts.

Leveraging a unique blend of insight and experience, RightAnswers enables clients from numerous industry verticals, including enterprise manufacturing, media and communications, education, government, healthcare and utilities, to meet their overall support and business objectives.

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[www.rightanswers.com](http://www.rightanswers.com)