Knowledge

OVERVIEW

Inbenta Knowledge leverages AI to simplify search processes and knowledge management. It understands user requests and delivers the most relevant available content, regardless of its location on your systems.

Additionally, Inbenta's Knowledge model provides search analytics that helps you identify search trends and determine new topics to create in your knowledge base, as well as improve SEO, while tracking the progress and performance of all pieces of information.
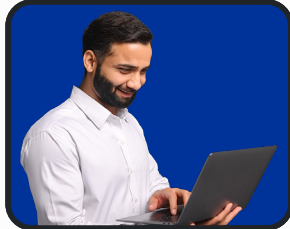
"Developing new and creative ways to make information more searchable for our customers and our workers was key to improving both our customer experience and internal operations."

ALLEGION™

95%
Correct response rate

10:1
Self-service ratio

90
Languages available

| Instant access to information | Improved SEO by tracking inquiries | Easy knowledge management | Higher self-service ratio | Easy cross-selling |

FEATURES

Advanced editor
Content editor that handles different formats such as video, text or images.

Explainable AI
Advanced linguistic debugging tools that help you understand the AI process so that you can fine-tune the results.

Semantic Search
Search based on using natural language processing that goes beyond specific keywords to understand the true meaning of inquiries.

Helpsite manager
Create and launch a helpsite using your knowledge base with no coding skills and without having to host it yourself.

Real-time monitoring
Relevant KPI showing content ratings & feedback, % of questions answered, and query clustering for gap analysis.

KB authoring & review
Flexible authoring, review and publication that allows you to track versions and content status.

In-form answers
When users start filling in a contact form, contents from your knowledge base matching their intent will pop-up on the side.

Customizable branding
Easily deploy your knowledge base with our SDK and personalize your interface according to your branding.

Responsive design
Built to adapt to different device sizes, which make it easier to build a responsive site.

IMPLEMENTATION

1 **Knowledge RESTful API**

Inbenta's APIs is a plug-and-play experience that lets you:
- Search & access to the contents stored in KB module
- Embed the search in any user-generated application
- Tracks search and click data for analysis

2 **Knowledge Management SDK**

Easily create user interfaces (UIs) for your Knowledge center in a faster, more efficient way. Using our SDK, you can customize the look and feel of your Knowledge using CSS. Elements include:
- Create a standard Inbenta User Interface (UI)
- Configure its components to your specifications

INTEGRATIONS

Getting started with Inbenta is as easy. Import your content into the application with zero training data required, thanks to Inbenta's complex Lexicon.