Smarter knowledge. Better customer service.

Create, enrich, and deliver trusted knowledge anywhere.

SUMMER 2025 AMERICAS	SUMMER 2025	SUMMER 2025	SUMMER 2025
High Performer ENTERPRISE	High Performer ENTERPRISE	Best Support ENTERPRISE	Users Most Likely To Recommend ENTERPRISE

Built for knowledge managers. Trusted by frontline support. Powered by AI you control.

Delivering AI with purpose — AI approver review · Gen answers API · AI add to KM · Duplication detection
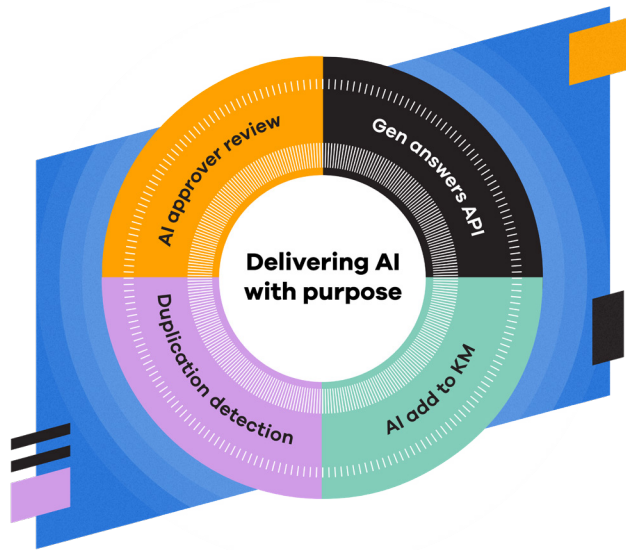
Make knowledge creation effortless.

Create the knowledge you need without slowing down your day. RightAnswers has built-in tools that turn frontline insights into trusted knowledge, fast.

- Accelerate your first-time setup or scale article creation across departments with 40,000+ templates.

- Produce ready-to-review articles instantly based on simple generative prompts, case notes, ticket information, emails, or chats.

Help customers quickly with confidence.

Whether it's an agent or a self-service portal, the same answer should be there every time. RightAnswers makes that possible.

- Surface trusted, accurate answers from a single source to improve First Contact Resolution rates.

- Give your customers consistent experiences across channels, shifts, and regions.

RightAnswers and AWS are better together

Smarter support. Safer AI. Happier customers.

RightAnswers provides frontline agents, IT help desk staff, and customers with access to trusted knowledge across any application and portal.

Deliver accurate, trusted knowledge to any channel, instantly and securely using Amazon Bedrock's high-performing foundation models natively on AWS.

Smarter Answers with Generative AI

- Leverage Amazon Bedrock to power hybrid Retrieval-Augmented Generation to find and generate the right answer, every time

- Built into both self-service and agent workflows

- Cites trusted sources to back up responses

Fast, scalable performance

- Runs on AWS cloud infrastructure for global speed and scale

- Designed for high volumes and real-time responsiveness

- Built with enterprise-grade security and encryption

Safe and secure by design

- Governed by Amazon Guardrails to ensure responsible, brand-safe AI use

- Validates answers against trusted knowledge to ensure accuracy

- Custom policies align AI output with your legal and compliance needs

> RightAnswers' product is **fast, responsive and flexible** to our needs. We use it to provide service across thousands of customers 24/7.
>
> *- Verified Reviewer*

Knowledge management is our DNA

We've helped support organizations scale knowledge and improve customer service for over two decades.

- First KCS v6 Verified knowledge management platform

- 10+ year average customer tenure

- 8.2 average NPS score

- Dedicated training workshops and complimentary resources

- Purpose-built AI tools designed to keep humans in control

Business results you can easily measure

Real results from our customers.

- 90% faster Mean Time to Know

- 88% increase in First Contact Resolution

- 70%+ self-service success

- 60% fewer escalations

- Faster onboarding and reduced ramp time

Ready to make knowledge your competitive advantage?
Speak with a knowledge advisor to find out what RightAnswers can do for you.

Let's talk