

Comparison of Leading Knowledge Base Providers

KNOW THE FACTS, MAKE THE RIGHT CHOICE

Implementing the right Knowledge Base has a measurable impact on the effectiveness of your customer service agents and representatives. This document assists the vendor selection for Knowledge Management and compares leading Knowledge Base Providers in the United States.

For additional information on choosing the best Knowledge Base please contact us: info@unymira.com or 617-977-4167

HEAD-TO-HEAD:

Unymira vs. eGain vs. Upland RightAnswers vs. MindTouch

Critical Capabilities	Unymira	eGain	Upland	MindTouch
Self-learning search	✓	✓	✓	✓
Intent-based auto complete	✓	✓	✓	✓
Federated Search	✓	✓	✓	✗
Tooltips	✓	✗	✗	✗
Integrated e-Learning	✓	✗	✗	✗
Knowledge Tests	✓	✗	✗	✗
Guided Problem Solving	✓	✓	✓	✗
Decision Trees	✓	✗	✓	✗
Inter-Agent Chat	✓	✓	✗	✗
Designed with KCS in mind	✓	✗	✓	✓
Web Service API	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓
Reporting	✓	✓	✓	✓
Web Self Service	✓	✓	✓	✓
CRM	△	✓	△	△
Multi-language support	✓	✓	✓	✓

△ May require additional tools or integrations