Happy Agents
Happy Customers

A company's ability to deliver a better experience to its customers is the difference between mediocrity and success.

At KMS lighthouse, we believe accessible and relevant knowledge is a critical factor to improve customer experience. Knowledge allows your customer-facing teams to quickly and easily answer any question your customers have and to offer products and services they find useful.

Next Generation Technology

KMS lighthouse provides a powerful all-in-one knowledge platform with extremely fast, patent pending search technology, addressing the broad range of customer touch- points. Lighthouse provides consistent and seamless multi-channel customer experience via self-service portals, websites and social media platforms, in addition to one-on-one interactions in contact centers, retail stores and field service agents.

Lighthouse helps organizations become more efficient, allowing employees and customers to quickly navigate through large volumes of information and gain access to the answers they need in real time. With a unique knowledge base at its core, and a robust set of APIs, Lighthouse can integrate with existing customer-related infrastructure, including CRM and Billing Systems, chatbots and voice assistants. Using Lighthouse, content can be seamlessly consolidated in a highly intuitive and easy-to-use format. This enables contact center agents, company employees and customers, to manage and access any valuable information.
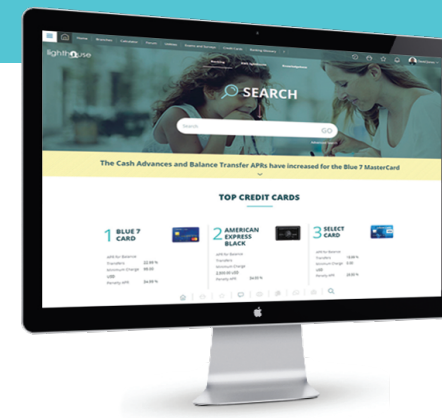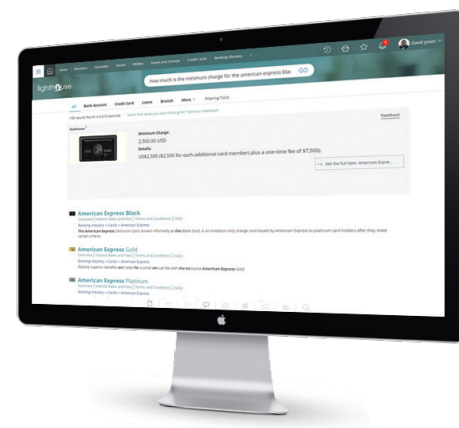
Lighthouse for Contact Centers

A state-of-the-art knowledge management platform designed for contact centers.
Lighthouse caters to customer-facing companies, where enterprise knowledge and customer experience are the heart of the business. From their desktop, agents are quickly and easily connected to the accurate and consistent information needed, allowing them to effectively handle customer calls, with instant answers to questions.

Lighthouse Self Service Portal

The Lighthouse self-service portal enables organizations to publish content directly to customers and partners. The knowledge shared with customers is consumed from the same reliable source, utilizing the advanced authorization mechanism to separate content to relevant audiences.

Ask!Don't Search Widget

A new innovative technology, giving customers accessibility to relevant company knowledge, through any channel, in mere seconds. While customers quickly receive expert and relevant answers, the company improves its conversion rate and decreases the number of unnecessary calls to its contact centers. In addition, Ask!Don't Search provides reports and analytics, enabling organizations to quickly learn what customers want and need.

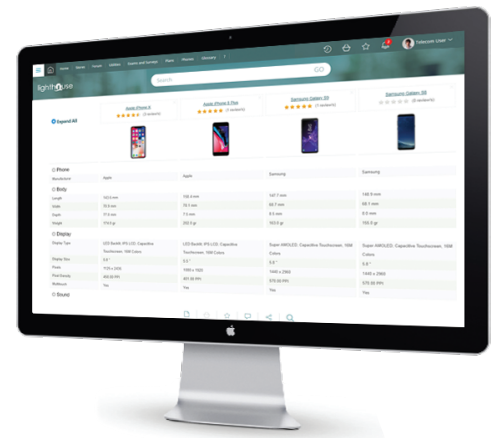## Trusted by 200,000+ Users and Leading Brands

ZIM · orange · AIG · true · ВТБ24
Deloitte. · DHL · QANTAS · ttec

Awards

Gartner cool vendor · KM World · KMWorld 2014 Winner KM Promise

KMS lighthouse

Lighthouse Features

All our multi-channel products are based on the robust and scalable Lighthouse infrastructure, which consists of the following core features:

- **One language** - Reduce the dependency on agent experience as all users receive the same accurate and consistent answer from Lighthouse.

- **No training to agents is required** - Intuitive functionality and user interface reduces the costs associated with on-boarding new agents.

- **Omni-channel** - Lighthouse serves several communities ensuring that the end customer will receive the same answer when reaching out to call centers, branches / shops, web site and other digital platforms including chatbots, voice assistants and live chats.

- **Open platform** - Advanced Lighthouse API Library ensures connectivity to 3rd party applications to integrate and consume knowledge from CRM and ticketing systems to web sites and mobile applications.

- **No coding** - Easy to run and manage: Business oriented solution requiring no technical skills or coding to maintain the knowledge, homepages and templates.

- **Proven Methodology** - Best practices knowledge and support based on implementations in several different industries including banking, telecoms, retail and healthcare.

- **Click to action** - Transformation of information to actionable knowledge with predefined and customized templates, facilitating important capabilities such as item comparison and GetAnswer™.

- **Unique scenario tool** - Interact with customers using guided decision-flows, troubleshooting or training instructions.

- **Powerful authorization mechanism** - Present knowledge articles differently depending on the user's credentials ensuring consistency and accuracy.

KMS lighthouse

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