



NEXT GENERATION

DIGITAL KNOWLEDGE BASE



KMS lighthouse

What is Lighthouse?

Lighthouse enhances every interaction by empowering agents and customers with accurate and consistent answers.



Awards & Integrations



Lighthouse named by Gartner as a Cool Vendor in CRM Customer Service

"In conversations with customers, the product was able to find answers over 80% of the time in under five seconds. Content creators also cite the strong knowledge templates that are available to create answers/content."



KMWorld Promise Award Winner KMS lighthouse

"The award-winning organization demonstrates how it goes beyond simply delivering technology work processes. In other words, it helps organizations realize positive business results."



Native integrations to leading technologies

zendesk

 LIVEPERSON



Among our Global Customers



ISROTEL

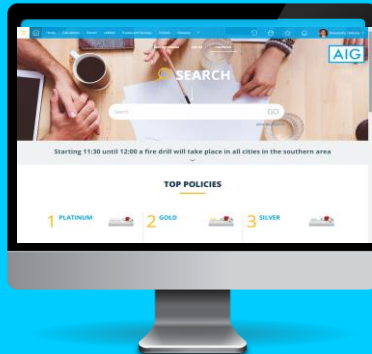


KMS Lighthouse Customers



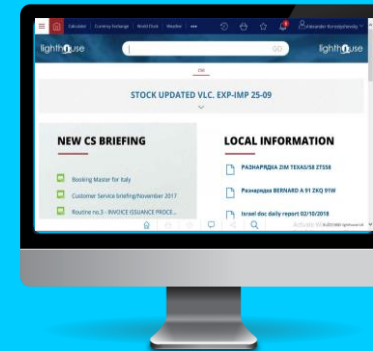
Finance and insurance corporation

- Lighthouse is used to house policies and other knowledge structured with defined structured templates empowering the agents with Lighthouse's comparison tool
- Agents have access to the Scenario tool which is utilized for guidance and step-by-step processes and procedures
- Exams are creation in Lighthouse to help monitor knowledge gaps and introduce teams to new and updated content.



Leading carrier in the global container shipping industry

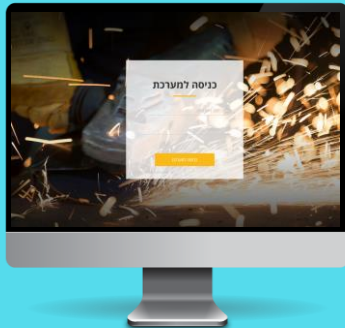
- ZIM chose Lighthouse to cope with its biggest challenge to enable their employees globally to retrieve information fast, accurately and intuitively.
- As part of ZIM's service center revolution and the desire to lead in the field of service in the global shipping market, KMS lighthouse successfully provided a full-scale digital approach of knowledge management for information accumulated in more than 30 years.
- The accumulated knowledge is segmented according to regions and roles and has strict regulations.



KMS Lighthouse Customers

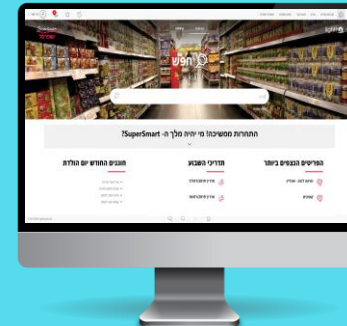
TIDHAR Real estate and construction company

- Lighthouse is used by the entire organization including customer service departments, logistics, human resources, and engineering teams
- Employees need to have access to information at anytime and anywhere, from construction sites and property outside the office
- Engineers are using information with details or preconditions for installations, tests which need to be performed and step-by-step installation guides



SHUFERSAL Large retailer covering food and electronics

- The retailer chose Lighthouse to manage materials for both agents in their call center and different types of workers in the retail stores
- Employees have access to processes for dealing with customer inquiries, promotions and detailed store information
- Daily briefings are shared with the team to ensure all employees are aligned with updated information



Product Overview



LIGHTHOUSE AGENT

A state-of-the-art knowledge solution for contact centers, branches and head offices

LIGHTHOUSE SELF-SERVICE

Publish content directly to customers diverting traffic to your website with a portal and widgets

LIGHTHOUSE API LIBRARY

Empower 3rd party technologies with knowledge managed in Lighthouse



DESKTOP WORKER
Call Center Agents

01




**DISTRIBUTED
WORKFORCE**
Field Technicians
Sales Agents

02



**SHOPS AND
BRANCHES**
Banking branches
Retail shops

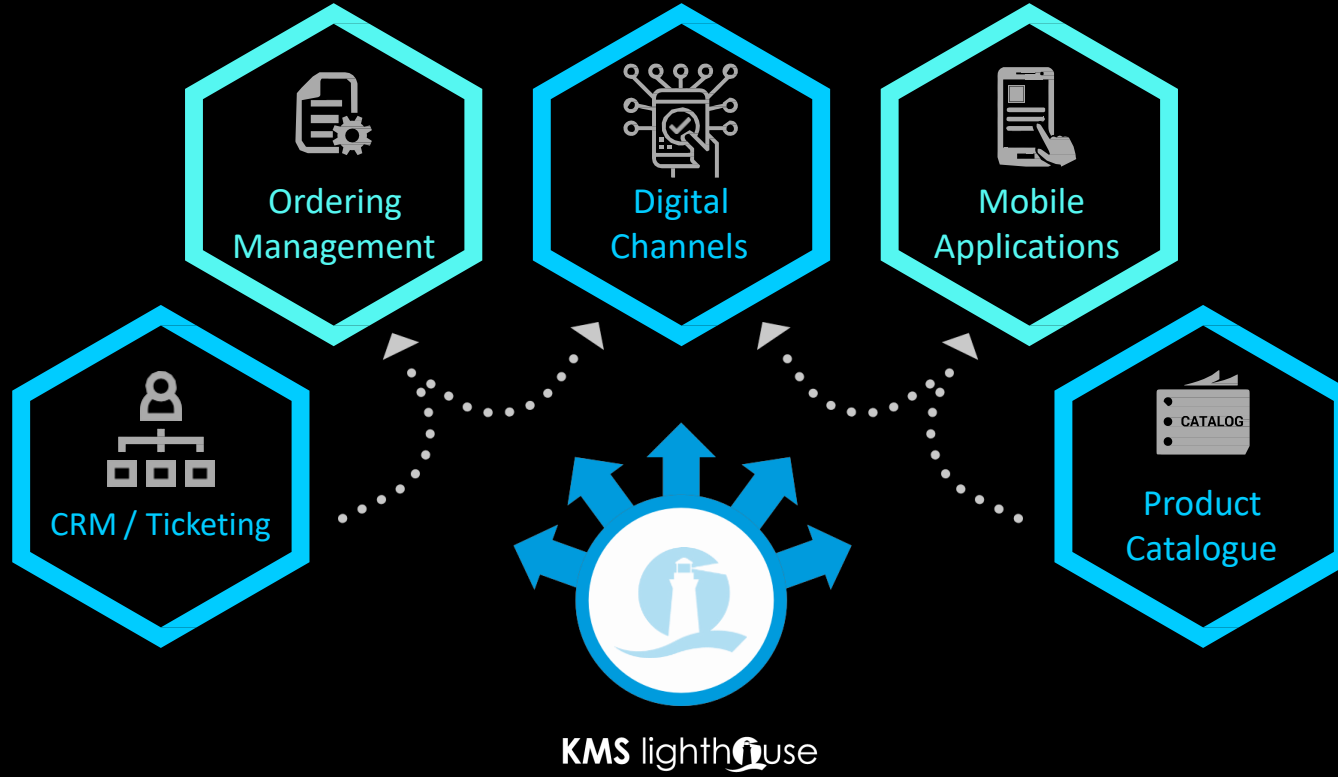
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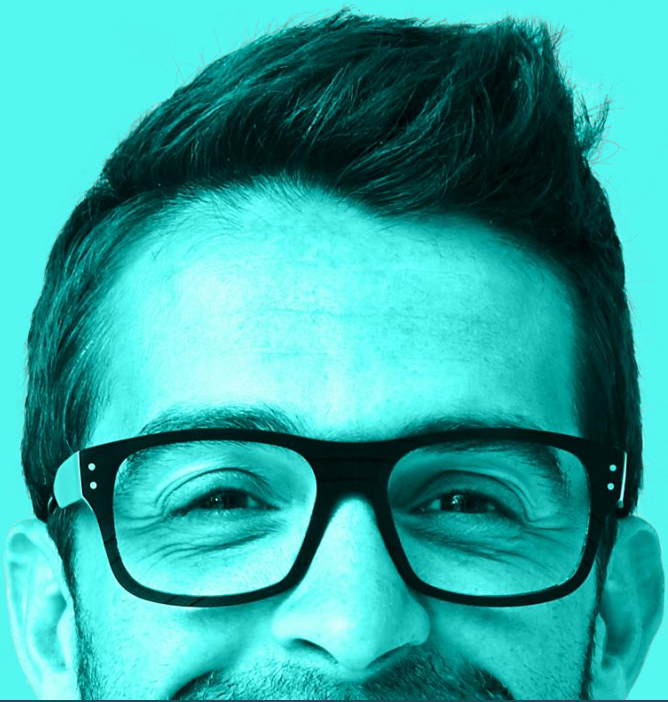


CUSTOMERS
Self service

04

Integration Points





Happy Agents?
Even happier
Customers!



Contact us now to learn more
sales@kmslh.com
<https://www.kmslh.com>