

KNOWLEDGE CENTER FOR SALESFORCE

Seamlessly Access Sales & Support Data while Delivering Outstanding Customer Experiences



Unify All your Content

Seamlessly access everything within Salesforce. No switching programs.



Boost ROI & KPIs

Increase your CSAT, NPS, AHT & FCR with the power of accurate, on-demand knowledge.



Successful Collaboration

Agents work together on one platform ensuring no lost tickets or data silos.

TRANSFORM YOUR CONTACT CENTER & EMPOWER SUPPORT AGENTS

Give customer service agents immediate access to the information they need when and where they need it — all without leaving Salesforce CRM.

- Certified Salesforce Integration
- Agents can work 100% within Salesforce
- Import solutions & link them to the case
- Every user can contribute knowledge
- Better visibility for tickets and inquiries
- Resolve customer issues faster

BENEFIT IN NUMBERS

- 50 %** Higher productivity
- 40 %** Higher First Contact Resolution Rate
- 70 %** Fewer documents
- 80 %** Lower Onboarding Time

WHY SWITCH TO KNOWLEDGE CENTER?



Better Customer Communication

- Pull in Salesforce CRM data
- Includes custom objects
- Support team sees full customer profile



Better Collaboration

- Easier teams collaboration
- Better visibility for tickets & inquiries
- Support can easily access customer data



Eliminate Silos for Faster Resolutions

- Resolve customer issues faster
- Less hold time and searching
- No information gaps between departments



Everyone Can Contribute

- Every agent can contribute knowledge
- No additional license required to author articles
- Designed for KCS

“Salesforce Knowledge was fine as a starting point, but when you need a professional knowledge base, talk to Unymira.”



CUSTOMER EXAMPLE: WHY SALESFORCE KNOWLEDGE WASN'T ENOUGH

<ul style="list-style-type: none"> • Medical industry • Multiple international locations • Four customer service groups • Using Salesforce CRM + Knowledge 	<ul style="list-style-type: none"> • Knowledge module didn't meet requirements • License required to create information • Limited editorial features • No decision trees or interactive documents • Difficult to integrate new channels 	<ul style="list-style-type: none"> • Knowledge Center replaced Salesforce Knowledge • Unymira migrated content to Knowledge Center • Both systems integrated via certified app • Content easily used in multiple channels 	<ul style="list-style-type: none"> • Everyone can create knowledge • Agents can access both systems • Knowledge easily deployed to new channels • Documents now interactive • Decision trees for common inquiries