# RightAnswers Self-Service
The "Self-Service in-a-Box" solution for Help Desks delivering employee self-service

RightAnswers, the industry-leading provider of custom and packaged content for help desk analysts and end users, now delivers these comprehensive knowledge solutions to your organization through ***RightAnswers Self-Service***. Using our secure, personalized and interactive Web application your employees can troubleshoot, diagnose, and resolve technical problems without calling the help desk.

"Self-Service in a Box"
Built from the ground up, "Self-Service in a Box" is a complete solution that emulates all the qualities of your best Level One analyst. This solution is designed not just to "answer the question" but to "solve the problem" as effectively as a quality first level support person. When a problem arises, employees can easily search the knowledge base for information that *is specific to their particular issue*. If a solution is not found, there is a smooth handoff from self to assisted service through integration with your existing help desk software.
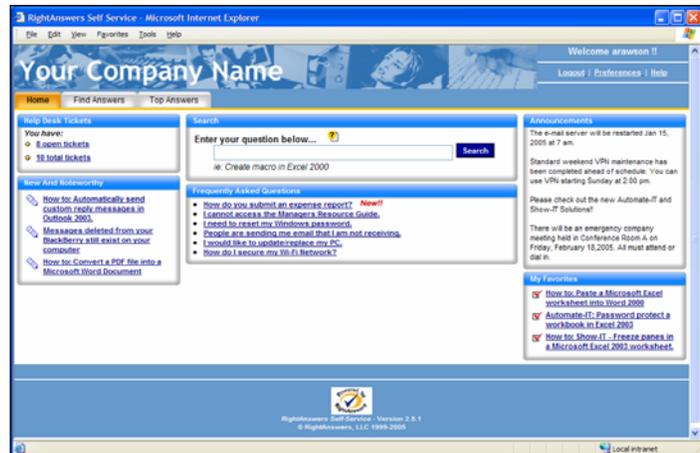
Benefits
Increase productivity - increase the proficiency and output of your employees by empowering them to resolve their own issues. Increase the productivity of your technical support team by reducing the number of support calls to the help desk.

Improve end user satisfaction – by empowering employees to easily search and find complete, relevant answers that will solve their technical issues. With 24/7 support, users gain access to the information they need, when they need it.

Reduce cost of service and support – by reducing the number of support calls to the help desk and decreasing the escalation level.

RightAnswers Helps with Adoption
Introducing a self-service application to employees is often the hardest part of the process. If the self-service concept is not effectively introduced to your end user community, and with ongoing content improvement, it will not be widely accepted or adopted. RightAnswers, at the forefront of the rapidly evolving market for web-based tools for end-user self-service, is committed to sharing our industry knowledge, experience and best practices to ensure your organization successfully implements and maintains a highly-productive self-service solution.

If you would like to provide your organization with the benefits of self-service *without incurring the cost and resources* required to author and maintain content, ***RightAnswers Self-Service*** is the solution for you.

Knowledge Management
RightAnswers Self-Service is not a knowledge management tool but plugs in to virtually every knowledge management product on the market. If you are already managing your own content with products from companies such as Knova, ATG, Knowlegegbase.net, KMXperts and others, even if you are using Microsoft SharePoint, *RightAnswers Self-Service* is the single end-user interface where your end-user can search for solutions, find information, check statuses, open new service requests.

RightAnswers Self-Service

End User Key Features

Help Desk
Open A Ticket: Easily create a new support ticket after checking the knowledge base by clicking on the "Open Ticket" button. New request is automatically created in your existing Help Desk product. Problem description and user id is automatically transferred.
My Tickets: View both Open and Total tickets submitted to the Help Desk. Check ticket status and access more detailed information as well.

Personalization
Preferences: Each employee can select the products in use on their PC. These selections serve as filters to improve search accuracy and relevancy.
My Favorites: Frequently required solutions can be bookmarked for future access from the home page.

Content
Search: Rapid and accurate results are assured though the simultaneous searching of both RightAnswers hosted content combined with the customers custom solutions as well.
Browse: More advanced search options ensure that users locate information that is most relevant to their questions.
New & Noteworthy: Link to some of the most frequently requested solutions, recent additions to existing titles and newly published titles.
Did You Know: Using keywords in the question, provides information relevant to each specific problem such as tips, hints and related solution topics.

IT Administrator Key Features
Personalization
Administrative Announcements: Create and distribute announcements, news and important information to employees.
Frequently Asked Questions: Share a list of the most requested solutions with all employees.

My Favorites: Add corporate favorites to the end user "My Favorites" list. Add and delete favorites through a simple update process.
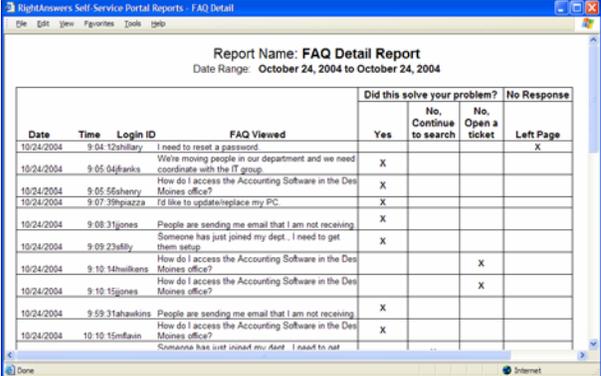
Hosting
RightAnswers Self-Service code resides inside your firewall and content is hosted, maintained and updated by RightAnswers.

Administration
Comprehensive administration of the application's look, feel and function are available from an administrative console.

Reports
Usage Reports: Detail and summary reports provide IT administrators with important information about application usage, such as user, time, type of action performed, search criteria and results, enabling meaningful and ongoing site improvements.

Security
RightAnswers currently hosts content for many highly secure computing organizations. Content is stored in secure location with the highest levels of both physical and electronic security. Contact RightAnswers for detailed security specifications.

Implementation
True to our "Self-Service-in-a-Box" philosophy, *RightAnswers Self-Service* is available completely installed and configured at a fixed cost. Contact RightAnswers for complete turn-key installation details.

KNOW MORE, KNOW HOW, KNOW NOW by contacting RightAnswers today.
Phone 732-396-9010; email info@rightanswers.com or visit us at www.rightanswers.com