

KNOWLEDGE CENTER VS. MINDTOUCH

Selecting the right knowledge management platform has a long-term impact on customer experience, agent experience and your service performance metrics. Knowledge Center is purpose-built for customer service and agent needs to equip them with the answers needed to improve their KPIs and deliver excellent service.

	Knowledge Center	MindTouch
PLATFORM FEATURES		
AI-powered search	✓	✓
Federated search	✓	✗
Intent-based autocomplete	✓	✓
Web self-service	✓	✓
Decision trees	✓	✓
Multiple languages	✓	✓
Dynamically generated topic overviews	✓	✗
Reporting & analytics	✓	✓
Custom roles & rights management	✓	✓
Customizable search algorithm & filters	✓	✓
Content personalization	✓	✓
Integrated chatbots	✓	✗
Published API	✓	✓
CCaaS integration	✓	✓
Salesforce integration	✓	✓
Automated link checker	✓	✓
SaaS deployment	✓	✓
On-premise deployment option	✓	✓
AGENT EXPERIENCE FEATURES		
Favorites & bookmarks	✓	✗
News & dashboard widgets	✓	✗
E-learning	✓	✓
Custom workflows tool	✓	✗
Tooltips	✓	✗
WYSIWYG document editor	✓	✓
Customizable interface / branding	✓	✓
Article commenting & feedback	✓	✓
Document versioning	✓	✓
Compare documents view	✓	✓
Export articles to pdf	✓	✗
Document templates	✓	✓
Multimedia content in articles	✓	✓
Alerts/notifications	✓	✗