



KMS Lighthouse  
The Way to Know

# Lighthouse App for Salesforce

According to a KMWorld study:  
Employees spend about 30%  
of their workday hunting for  
information to do their jobs.

**With the Lighthouse App for Salesforce, customers  
experience better service because there are:**

- No hold times while agents search or ask colleagues for an answer
- No waiting for answers while toggling different systems

ENHANCING  
SALESFORCE USERS'  
EXPERIENCE.

# Integrated Knowledge with AI-Search for Smart, Fast Answers

Integrated Knowledge with AI-Search for Smart, Fast Answers

The Lighthouse App makes employees' jobs easier across almost any industry - ranging from banking and financial services to construction and healthcare. Call center agents, bank tellers, and healthcare representatives benefit from faster time to knowledge **with knowledge management fully integrated within Salesforce.**

- Allows agents to use Lighthouse AI-search capabilities for instant answers
- Provides organizational knowledge directly within the Salesforce system
- Unifies agents' experience and gives the best knowledge management tools of Lighthouse on Salesforce
- Available on the Salesforce AppExchange
- Reduce case handling time to give your customers correct answers minus the waiting

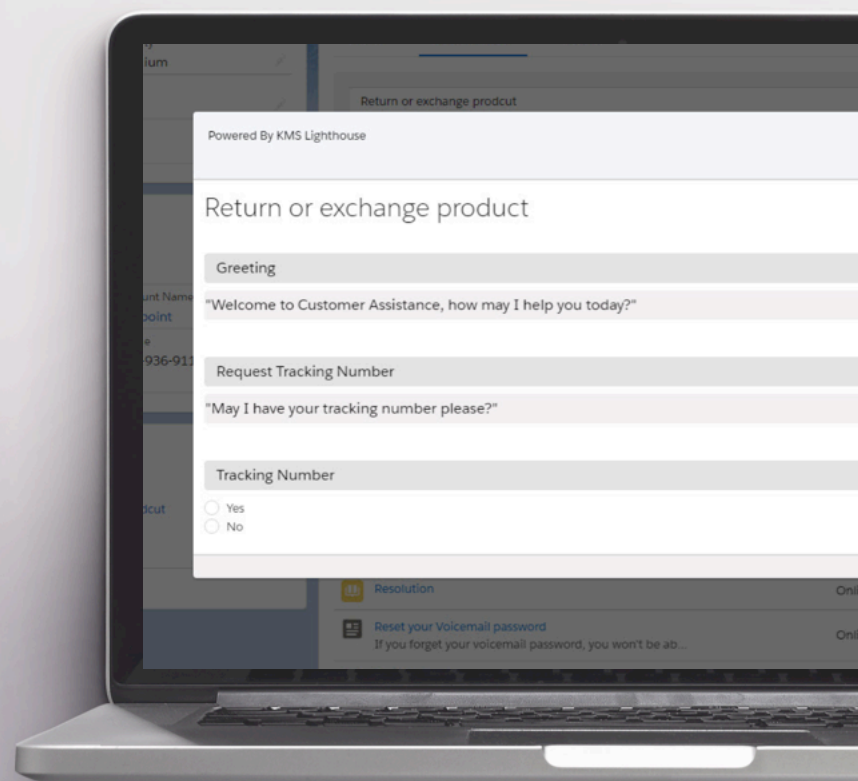
## Lighthouse App's Main Features for Salesforce Users

### Knowledge sidebar

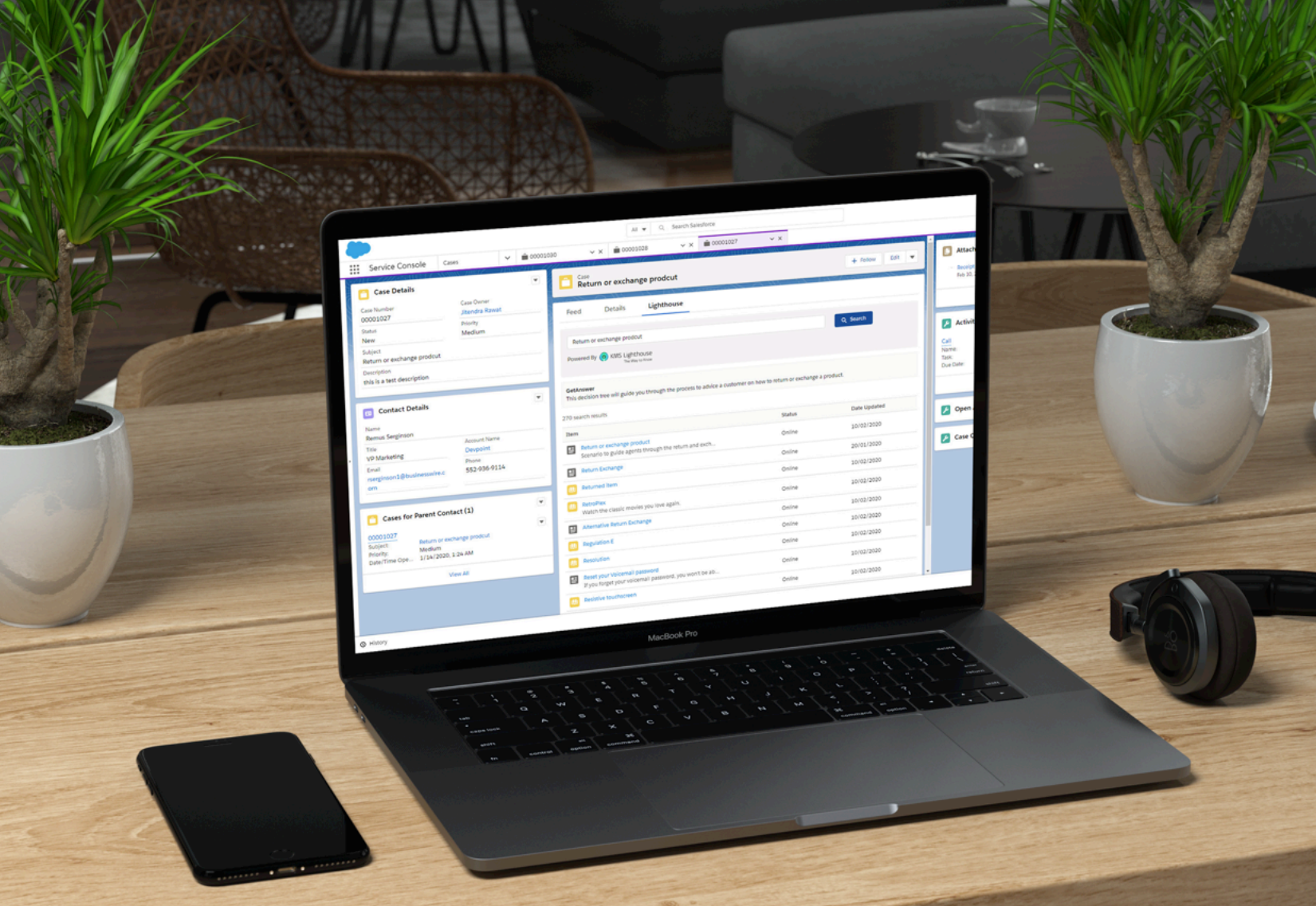
keep information handy, continuously pinned on your screen for viewing quick access content, decreasing call response times

### Scenarios

allow a fast and smooth experience for agents, with options to either use a step-by-step scripted dialogue or an automated decision tree







### Structured content

effortlessly view knowledge within consistently structured articles or templates to simplify agents' operations

### Proactive search

search and retrieve answers automatically, based on an open case subject (or other fields as defined by the administrator) to cut down on time searching for the right details

### Authorization controls

determine which users see which content to ensure privacy and security

### Drag-and-drop widgets

no coding or programming is required to create new structures or decision trees with drag-and-drop via widgets

KNOWLEDGE THE  
MOMENT IT IS  
NEEDED.

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salesforce

ANSWER ANY QUERY,  
ANYTIME WITHIN  
SALESFORCE.

## KMS Lighthouse The Way to Know

KMS Lighthouse offers a knowledge-based platform that delivers accurate information quickly and easily through AI-powered search and automated tools. KMS Lighthouse works with some of the largest corporations in the banking, medical, automotive, government, insurance, and telecom industries; including; GE Healthcare, DHL, and Orange.

## KMS Lighthouse enables you to manage multiple knowledge types, organized in patterns

- KMS Lighthouse's enterprise-grade solutions go beyond Salesforce, allowing the entire organization to benefit from accurate, up-to-date, organized data in one place
- GetAnswer provides an accurate, fast, specific answer to the agent query, based on article data

KMS Lighthouse has been named as a Cool Vendor by Gartner



KMS Lighthouse

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