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MindTouch Knowledge Management Platform Receives KCS® v6 Verification

MindTouch platform achieves KCS verification to give customers proven knowledge management best practices and techniques

SAN DIEGO — MindTouch, a provider of [cloud-based, AI-powered knowledge management solutions](#), has achieved [Knowledge-Centered Service \(KCS®\) v6 verification](#) for its knowledge management platform.

This is the only program that verifies a knowledge management tool supporting all eight practices of KCS. The MindTouch platform is one of only four solutions to have achieved this.

KCS is a proven methodology for integrating the use, validation, improvement and creation of knowledge into customer service and support processes. Unlike traditional KM engineering approaches based on knowledge from a few for the use of many, [KCS methodology](#) is based on a many-to-many model. This inherently demand-driven, self-correcting approach results in faster, more effective use of knowledge-based systems.

"KCS is a fundamental strategy for providing best-in-class customer service at 8x8," said Greg Walker, senior director of customer and technical support for 8x8. "By allowing us to implement these strategies directly within our support and self-service efforts, MindTouch has been instrumental in helping us achieve our KCS goals."

[Benefits of the KCS methodology](#) include the following:

- **Increased operational efficiencies** by integrating the use of a knowledge base into workstreams.
- **Improved self-service** by providing knowledge within the context of demand, thus making it findable and useable.

- **Accelerated organizational learning** by exposing opportunities to improve processes, policies, products and services based on captured experiences.

“While knowledge management solutions are seeing a resurgence given their critical role in providing a modern self-service experience, many companies still struggle to realize their value,” said Kathryn Randazzo, product marketing manager for MindTouch. “We wanted to address this by not only giving customers an intelligent, AI-driven knowledge management platform, but one embedded with best practices that ensure successful outcomes. Our KCS verification achieves this and we’re excited to now offer customers a knowledge management solution that delivers an even greater value with increased efficiencies.”

“By completing the rigorous process of KCS v6 verification, MindTouch is positioned to help its customers create a powerful knowledge-centered culture,” said Melissa George, president and CEO of the KCS Academy. “This kind of culture is not only essential to providing a superior customer experience, but it can also dramatically decrease operating costs while improving employee satisfaction.”

MindTouch received its verification from the [KCS Academy](#), the only authorized certifying body for KCS. The KCS Academy, in partnership with members of the [Consortium for Service Innovation](#), has developed a list of minimum functional criteria and a set of scenarios through which vendors must demonstrate their products’ ability to support the latest version of KCS practices. The verification program is open to all vendors that supply knowledge management functionality.

To learn more about MindTouch KCS capabilities, visit: <https://mndt.ch/MindTouchKCS>.

About MindTouch

MindTouch is a leading provider of enterprise-grade, AI-powered [knowledge management solutions](#) for mid-size to large organizations. Its knowledge management platform includes solutions for [customer self-service](#), [agent assistance](#) and [departmental knowledge](#). Focused on the customer experience, MindTouch is trusted by some of the largest global brands to extend knowledge when it’s needed, where it’s needed and how it’s needed. The result is faster, more consistent and more personalized customer service, along with increased productivity, improved operational efficiencies and reduced costs.

The MindTouch platform was designed for rapid deployment and integrates easily with CRM systems, contact center solutions, communities and chatbots. MindTouch has received JMP Securities’ Hot 100 Software Companies Award, G2Crowd’s Best Software for Customer Service Award, and the TrustRadius Top Rated Customer Experience Management Platform Award. MindTouch serves more than 340 companies worldwide. It was founded in 2005 and is headquartered in San Diego, California.

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