

# Identify Opportunities to Improve Knowledge Management with AI Tools

Modern service and support relies on multiple AI tools and human skills to create, manage and share knowledge.

Compare this example of a knowledge management (KM) system to your own


Identify pain points and **where AI could help**


 AI tools

START

## Create a draft

Human agents converse with customers and each other


 Transcription tool captures conversation


 Content generation tool formats draft

Human agent revises


 Address gaps in the knowledge repository by generating content from captured conversation

## Optimize content


 Automated metadata extraction tool labels

 Editing tool checks style and format


Subject matter expert reviews and publishes

 Ensure safe, personalized retrieval by applying consistent metadata labels with help from AI

## Organize repository


 Taxonomy generation tool dynamically categorizes content


Human data analyst optimizes taxonomy

 Automated indexing tool catalogs topics


 Improve retrieval speed and accuracy by generating dynamic taxonomies

## Disseminate content

 Semantic search tool retrieves information


 AI assistant displays information in the agent workspace

Human agent validates information and shares with customer


 Make sure people use your content by proactively pushing it within agent workflows

## Maintain repository


Human agent flags missing or outdated content

 Quality checking tools flag redundancies, gaps and errors

KM specialist reviews content at scheduled intervals

 Maintain content quality by combining AI-powered tools and human review


## Improve impact

 Analytics tool assesses content quality and topic coverage

Data analyst tracks impact on strategic objectives

KM specialist prioritizes what content to create

 Utilize analytics capabilities to gain visibility into content performance and user behavior

 Optimized KM systems operate in a closed loop: Insights from published content shape the creation of new content, and the cycle begins again