

4 Knowledge Management Tips to Fast-Track Self-Service for Telework



Being unable to deliver the best IT support possible to your remote workforce can be frustrating. Remedy the angst with employee self-service!

The Use of Knowledge Management and Self-Service in Support Organizations



81%

81% of people attempt to help themselves before reaching out to support.*



12%

12% of self-service initiatives have delivered the anticipated ROI, with this mainly due to the lack of user adoption.**

* Harvard Business Review ** Service Desk Institute

Don't get left behind when it comes to providing IT support to your organization. Providing your employees an inclusive self-service experience with these four knowledge management tips will knock their socks off – no matter where they are!

Tip 1

Serve Bite-Sized Knowledge Through Interactive Features

Remote work lends itself to the munchies. Break up those overwhelming, knowledge base articles with smaller, more digestible ones so that it's easier for employees to follow and chew on. Enhance the user experience with multimedia elements, such as videos, images, and step-by-step guides for a yummiier experience.



Tip 2

Jump On Board the Automation Express



Remote employees running on different timetables or tracks? Don't let that get in the way of what they are searching for! Start by automating processes that require knowledge, like onboarding new hires or password resets, so employees can access information without involving the service desk at all.

Tip 3

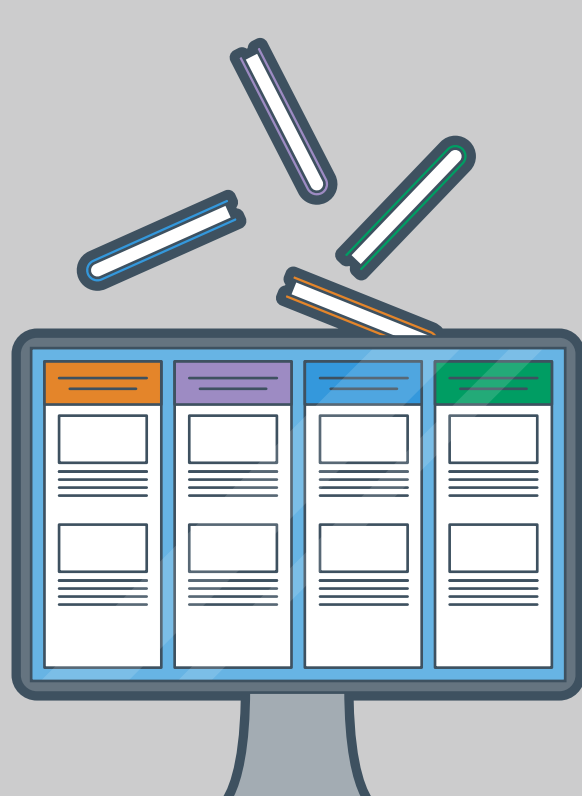
Deliver Relevant Content that is Accessible from the Couch

Knowledge should be accessible from the kitchen, couch, porch swing, pool deck... you name it! Offer omnichannel support so employees can access knowledge from any device. This includes self-service portals, within applications, messaging platforms, virtual agents, and chatbots.



Tip 4

Integrate Your Knowledge Solution with Your ITSM and CRM



Whether in the kitchen or on the couch, employees want to solve problems quickly. Integrating your knowledge management platform with user information, such as job title or department, can provide the user with contextualized, relevant knowledge.

Don't let the location change the employee experience! Learn more knowledge management tips to enhance the employee experience here.

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