CUSTOMER SCIENCE
KNOWLEDGE QUEST

Smarter Knowledge. Faster Publishing. Better Experiences.

Don't replace your KMS - make it first-class. Analyse interactions, draft the articles you're missing, standardise what you have, and publish safely to your KMS.

The Challenge
Turning Knowledge into Action

Every contact centre depends on accurate, up-to-date knowledge to deliver great service. But knowledge often lives across multiple systems and formats. When it's outdated or inconsistent, agents lose time searching, self-service fails, and customers feel the impact.
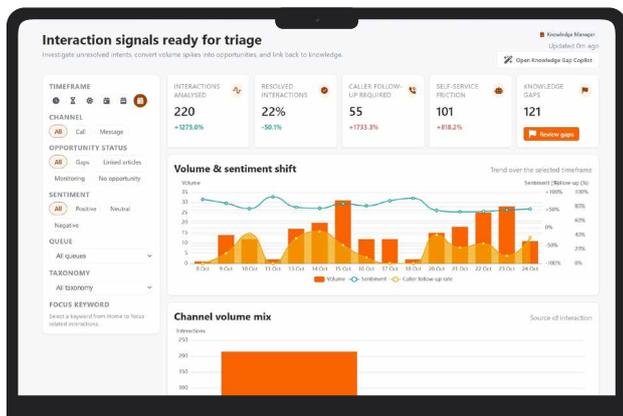
What's been missing is a simple way to connect what happens in customer interactions with the knowledge that powers them.

The Solution

KnowledgeQuest™ by Customer Science is the AI-assisted knowledge platform that links customer interaction data to knowledge accuracy and effectiveness. It shows how knowledge performs in practice, pinpoints opportunities to improve, and generates brand-safe, contextually-aware, review-ready content grounded in your data.

KnowledgeQuest enables teams to:

+ **Connect and Analyse**
  Link customer interaction transcripts to knowledge accuracy and satisfaction. Currently available today for Genesys Cloud, with expanded integrations underway.

+ **Detect and Govern**
  Run brand and hygiene checks, and build an action-ready backlog with owners and SLAs. Duplicate, contradiction, and freshness checks enhance visibility and quality control.

+ **Create and Optimise**
  Generate review-ready drafts aligned to your brand tone and templates, grounded in transcripts and training with full provenance. Operational tools streamline improvement cycles.

+ **Publish and Improve**
  Publish and Improve - Publish safely to your existing KMS. Export-ready packages integrate with Genesys Knowledge, LivePro, and more. Human approvals stay in the loop, ensuring accuracy and compliance every time.

Key Benefits

+ **Timely Visibility**
Understand how knowledge impacts CX shortly after interactions are captured, with daily and weekly Pulse briefs.

+ **Actionable Insights**
Detect knowledge gaps, brand alignment issues, and friction points using AI-driven analysis tied to real conversations.

+ **Consistency at Scale**
Standardise tone, structure, and templates across your corpus with automated quality checks.

+ **Faster Authoring Cycles**
Move from gap discovery to review-ready drafts in hours, not weeks.

+ **Data-Ready Architecture**
Export packages and APIs connect directly to BI tools such as Power BI, Tableau, and Splunk – with no lock-in.

+ **Human-First Design**
Built for knowledge managers, authors, reviewers, and CX leaders. You stay in control, with provenance and auditability built in.
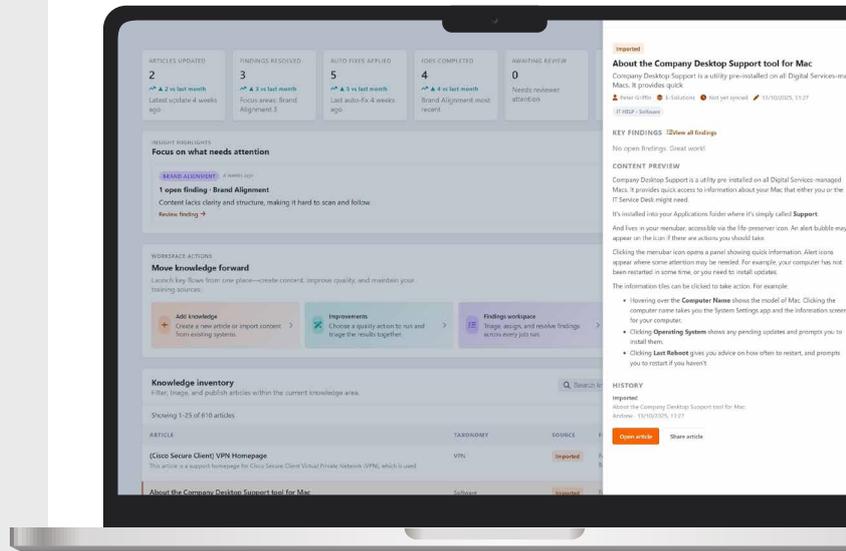
Why KnowledgeQuest

Unlike standalone KMS tools, KnowledgeQuest doesn't replace your existing system, it makes it better. By connecting interaction data, AI insights, and publishing workflows, it delivers a closed loop of continuous improvement across your knowledge ecosystem.

Pilot-Ready Programs

+ **Gap-to-Draft Pilot**
Identify missing knowledge from interactions, create review-ready drafts on your templates, and measure impact through improved coverage, reduced callbacks, and faster time-to-publish).

+ **Assisted Migration Accelerator**
Convert legacy content into export-ready articles with provenance and consistent templates, ready for deployment into supported KMS environments.

Platform Highlights

+ Cloud-native and ISO 27001 certified for enterprise-grade security and observability.

+ Evidence-Backed Authoring with full showing the data behind every draft.

+ Search-First Matching using hybrid AI & proprietary heuristics for precise linkage between interactions and knowledge.

+ Seamless integration with Genesys Knowledge, LivePro, and other leading KMS platforms.

+ Configurable AI assistance tailored to brand voice, templates, and compliance standards.

+ Local expertise and support with 92% "Very Satisfied" service levels

+ Trust and Control through a human-in-the-loopdesign. No auto-publishing without review.

The Customer Science Advantage

With over 20 years of CX consulting expertise, Customer Science combines proven human methodologies with advanced AI tools to help leading service brands simplify, standardise, and scale their customer knowledge.

Experience KnowledgeQuest

See how KnowledgeQuest works – book a demo, watch the video, or talk to an expert.

p. +61 2 9160 7760
e. info@customerscience.com.au
a. Suite 1 Level 8, 283 George Street, Sydney NSW 2000
w. customerscience.com.au

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