

Knowledge Management by NEC

Trusted knowledge. Better answers. Smarter service.

The Challenge: Knowledge is fragmented and unreliable

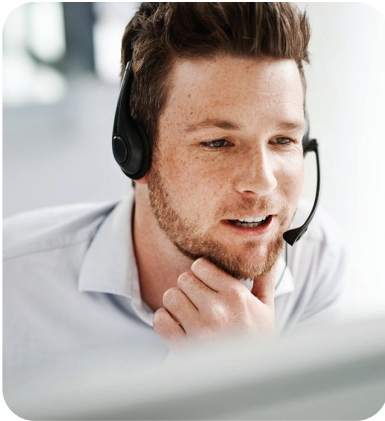
Customer service is only as effective as the knowledge behind it. Yet in many organisations, knowledge is scattered across systems, teams and channels, making it difficult to find, maintain and trust.

At the same time, customers expect fast, accurate answers across digital and assisted channels - without repeating themselves or navigating inconsistent information.

81% of customers attempt to resolve issues through self-service before contacting an agent

Up to **3x faster** resolution with accurate, contextual knowledge

The Solution: Knowledge Management by NEC



NEC's Knowledge Management capability, powered by NiCE, enables organisations to centralise, govern and deliver knowledge across self-service, agents and AI from a single source of truth.

By combining AI-powered search, omnichannel delivery, governance and analytics, it ensures customers, agents and AI all access consistent, trusted and contextual information.

Delivered by NEC, this transforms knowledge from static content into a dynamic, enterprise capability that improves service outcomes and supports AI at scale.

Proven Capabilities

- AI-powered search**
Deliver precise, intent-driven answers for faster resolution
- Omnichannel delivery**
Surface knowledge across web, mobile, bots and agent tools
- Single source of truth**
Ensure consistency across customers, agents and AI
- Contextual knowledge**
Tailor content by user, journey and interaction
- Enterprise governance**
Maintain accuracy with workflows, ownership and controls
- AI-ready foundation**
Provide trusted knowledge to power AI and automation

Business Benefits



Improve customer experience

Deliver fast, accurate and consistent answers across every channel



Increase operational efficiency

Reduce contact volumes and streamline service delivery



Empower agents

Provide real-time, contextual knowledge to improve performance



Strengthen AI outcomes

Enable more accurate, reliable and scalable AI interactions

What Sets Knowledge Management Apart

Unlike traditional knowledge bases or static content repositories, NEC's approach treats knowledge as a governed, enterprise-wide capability.

By unifying knowledge across systems and channels, organisations can eliminate inconsistency, reduce duplication, and ensure that customers, agents and AI all work from the same trusted foundation - enabling continuous improvement in service delivery and automation.



Why NEC?

NEC combines local delivery expertise with global technology leadership to design and implement knowledge management that delivers real outcomes.

We go beyond content creation - focusing on architecture, governance, integration and optimisation to ensure knowledge remains accurate, relevant and impactful.

With NiCE as our preferred platform, NEC helps organisations build a scalable, AI-ready knowledge capability that improves service, reduces effort and supports long-term transformation.

Contact us to modernise your knowledge capability

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