

## SOLUTION BRIEF

# RFPIO® LookUp for Support Teams

Exceed customer expectations with immediate access to your company knowledge base



## Introduction

Content, and the knowledge that fuels it, often lives in silos, stored in document storage systems, cloud storage databases, or simply the hard drives and minds across an organization. The impact this has on workers' ability to do their best work is significant: A recent [McKinsey study](#) found that workers spend nearly 20% of their time looking for internal information or tracking down colleagues who can help with specific tasks.

As a support professional, you're responsible for solving problems, exceeding expectations, and increasing customer retention. Instead of spending your valuable time chasing internal teams for solutions to support tickets, RFPIO® LookUp brings a library full of pre-approved content to where you're already working, including Gmail, Outlook, Zendesk, Slack, Microsoft Teams, and more.

When all the answers you need are only a few clicks away, you can stay focused on doing what you do best—providing an outstanding experience for customers.

## Key Challenges

- Solving tricky support questions requires spending too much time tracking down colleagues and/or previously closed support tickets
- Newly onboarded team members don't know where to find the most up-to-date information on a company's full suite of products and services
- Solutions to support tickets aren't easily shared between team members

## Key Benefits:

- Quickly access the most up-to-date and accurate company information from where you're already working, and use it to improve customer experience
- Resolve support tickets faster
- Streamline onboarding of new team members by giving them on-demand access to product and company information

## Solution Components:

- Access company content stored in RFPIO directly from web-based support tools like Zendesk
- Find internal information while working in Outlook, Gmail, or any web-based email platform
- Add information from newly resolved support tickets to the Answer Library, directly from Google Chrome or Chromium Edge

## Solution Overview

Unlike other tools that are built to handle parts of knowledge management or only the content lifecycle, RFPIO® LookUp is powered by an AI-enabled Answer Library that absorbs all of an organization's information and expertise—and makes that library accessible to the individual team members who can make use of it.

It tackles head-on the struggle that other solutions have historically forgotten about in the market, such as how to efficiently get your best content, capture and store knowledge, and moderate content so it's always up-to-date, accurate, and on-brand.

Organizations using RFPIO have already curated a vast amount of subject matter expertise into the RFPIO Answer Library. The key with RFPIO® LookUp is that it provides the access points that make it available to customer-facing teams and content creators across the organization, including sales, marketing, customer support, and more.

**RFPIO® LookUp is a powerful add-on to:**



	Without RFPIO® LookUp	With RFPIO® LookUp
Consolidate Content	Content is siloed in document storage systems, content management databases, and hard drives and minds across an organization	Content is consolidated in RFPIO's AI-enabled Answer Library, and easy to retrieve
Access Information	Support professionals spend too much time looking for internal information, lengthening support ticket response times	Company knowledge can be accessed right from where people are already working, including Google Chrome, Gmail, Outlook, and Zendesk
Accelerate Onboarding	New team members don't know where to find the most up-to-date information on products and services	Team members can easily access a library full of pre-approved content from where they're already working
Share Knowledge	When support tickets are resolved, there's no mechanism for sharing the solution with the rest of the team	Team members can add newly solved support tickets directly from their Chrome or Edge browsers. You can also set up a content moderation process, ensuring each question-and-answer pair is reviewed and approved before being published to the RFPIO Answer Library.

## We'd like to help you exceed customer expectations

RFPIO® LookUp creates access to your company knowledge base from where you're already working.

[Schedule a custom demo](#) to see how it works.

