



Ingeniux CMS for Product Answers

INGENIUX
Content beyond boundaries

As a product owner, you know it's critical to provide customers with easy to find and easy to understand product information across all your customer-facing channels. When product information is created in multiple locations and formats, it's a significant challenge to ensure customers find the right information exactly when they need it.

You need a solution that empowers your product experts to manage product content quickly and efficiently. The key is to bring it all together in a centralized location where you can manage and publish it everywhere, regardless of channel or device.

Ingeniux CMS for Product Answers enables you to deliver product answers and user assistance anywhere your customers click.

“ Customer service organizations have to make self-service easy and effective. It must connect the customer to the right answer or resolution. Self-service should be delivered when the customer is engaged, with a full understanding of their context and in the flow of their actions within the application that they are using. ”

- Kate Leggett, Forrester

(Your Customers Want to Self-Serve – It's Good For Them And Good For You)

How Ingeniux CMS for Product Answers Supports Your Business

Ingeniux CMS for Product Answers streamlines the creation and delivery of rich, intelligent product content to any digital destination.

Product Answers for every Channel

Deliver more robust technical and knowledge content to all your digital channels.

Improve Support Ticket Deflection

Give customers the information they need to quickly answer their questions, improve ticket deflection, and overall customer self-service.

Reduce Customer Churn

Keep customers from getting frustrated and leaving with better product content and experiences.

Empower Customers

Give customers the tools they need to discover relevant content and resolve issues independently.

Ingeniux CMS Features for Product Answers

91%

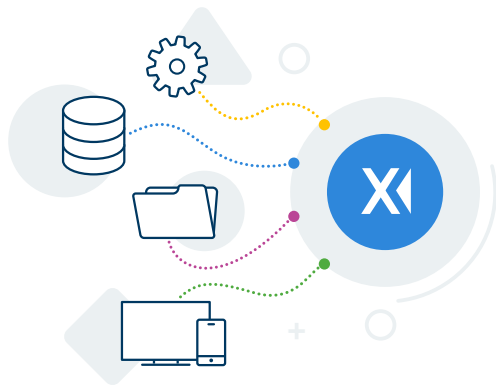
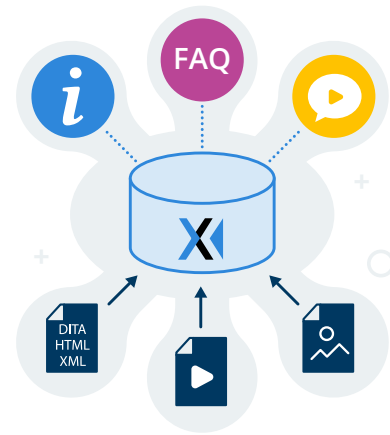
of consumers would use an online knowledge base if available and tailored to their needs.
– Searching for Self-Service

All Product Information

Whether quick tips, frequently asked questions, in-depth tutorials, or simple how-tos, you define the type of content you want to create and build it using predefined templates, ensuring your content is reusable across all channels.

Enhance Content with Digital Assets

Include enhanced content like video, images, Word or PDF documents, and other digital assets in your product content, improving customer experience.

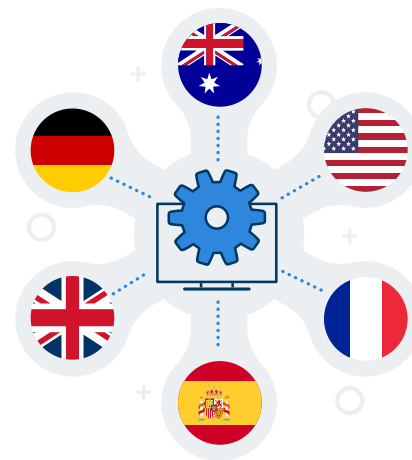


Unified Content Hub

Bring together all your content into a unified repository regardless of where it was created and what format and make it consistently accessible to all your channels.

Globalize Your Product Information

Whether a single site localized in many languages or a distributed network of country sites, deliver content localization and discoverability at scale.





Collaborate for the Best Content

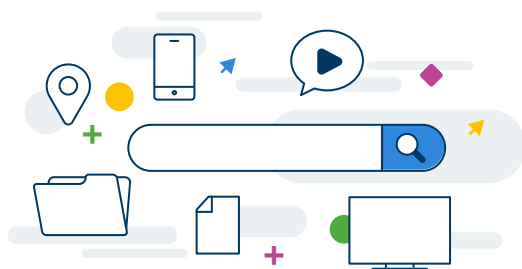
Collaborate with your peers to create the most complete and accurate content for customers. Easy to use review and workflows match your processes for content development.

Publish Content to Salesforce

Extend the content in Salesforce Knowledge and Experience Cloud with up to date, in-depth product information with the click of a button.

Extend the Your Content's Reach

Give customers access to product information on every channel - your website, customer portal, mobile app, customer community - using Ingeniux's headless content delivery API.



Improve Content Discovery

Make your content instantly discoverable, regardless of the website or silo where it's stored with Ingeniux's powerful enterprise search application. Deliver guided and faceted search experiences, content recommendations, and browse by topic navigations using intelligent tagging and taxonomy.

Ready to Learn More?

[Contact us](#) to sign up for a customized demo. See how Ingeniux for Product Answers can put the power of product content into your customers' hands quickly and easily.

Fill out the form to [request your demo today](#).

ABOUT INGENIUX

Ingeniux is the leading provider of web content management and digital experience software. We enable organizations to orchestrate the entire customer experience from acquisition through to sales to support and service, across any device, application, or website.

We build content management software with an unparalleled focus on the content itself. The Ingeniux CMS is designed to manage and deliver modern websites, customer support portals, online communities, and other customer touchpoints.

We believe in intelligent “structured” content. We design our software to enable content reuse, enable true mobile and multi-channel content delivery, and insightful content discovery. Our unique content-as-a-service capabilities deliver content into web and mobile applications, and other key channels.

Ingeniux software is available as a fully managed software service or an on-premise application. Ingeniux delivers unparalleled service and support to customers worldwide.

To learn more, visit us at www.ingeniux.com.

INGENIUX

PO Box 21466
Seattle, WA 98111

info@ingeniux.com
877 445 8228