

The Hidden Cost of Poor Knowledge Management

How It's Hurting Your Customer Service



Why Accurate Knowledge Pays Off



40%

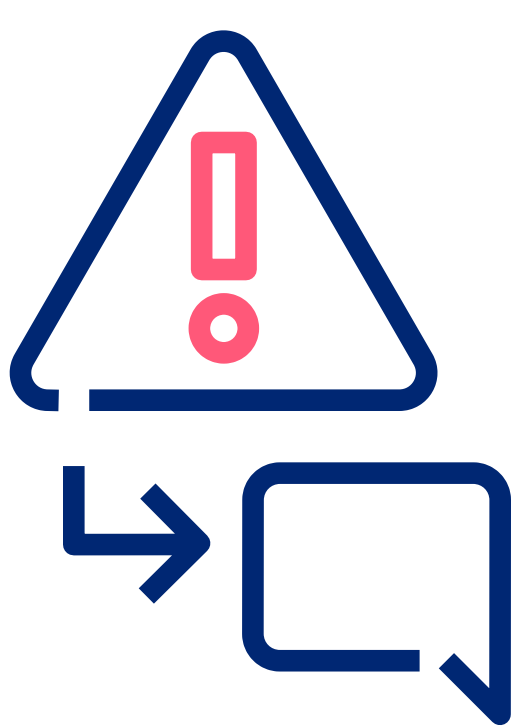


time lost searching for answers

Instant answers through AI-powered search

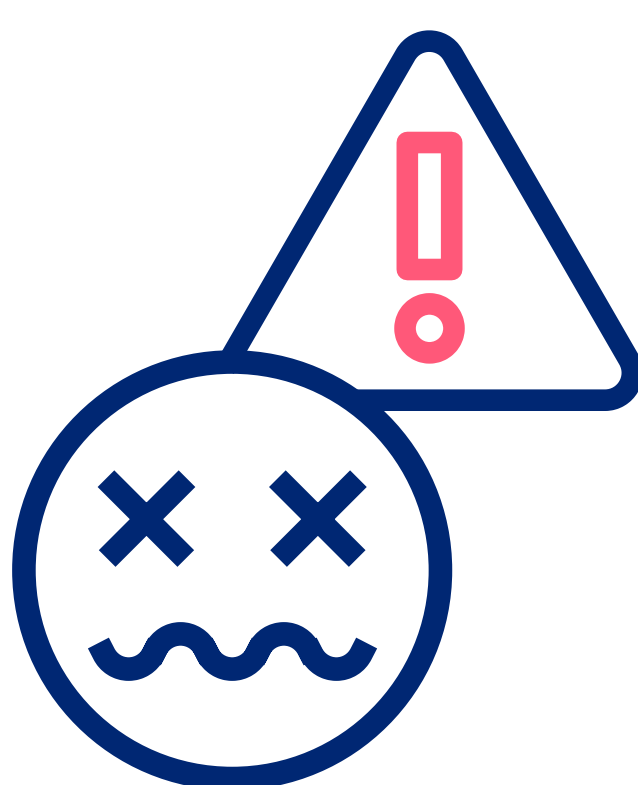


50%



more escalations due to poor knowledge

69%



of agents frustrated

70%



fewer escalations with AI-enhanced knowledge

80%



faster onboarding

32%

customer churn after bad service



-35%

productivity from inefficiencies

60%

editorial time wasted on manual updates



40%

first call resolution



-50%

call handling time

90%

less editorial effort through AI automation



Deliver 100% Reliable Customer Service Answers

- ✓ Guaranteed accuracy with the USU AI Quality Guarantee
- ✓ Consistent knowledge across every channel
- ✓ 90% of routine tasks automated by AI agents
- ✓ Instant access to verified, up-to-date content

With USU, AI delivers trusted answers, empowering agents and satisfying customers.

Stop losses, speed up agents and boost happiness with the right answers. We're here to help.

Start now

USU
Empowered by understanding