The Future of Performance Improvement

Integrating knowledge management with learning systems

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What is Lighthouse?

Lighthouse enhances every interaction by empowering agents and customers with instant answers.
KMS lighthouse
Part of the Aman group

Lighthouse named by Gartner as a Cool Vendor in CRM Customer Service

“In conversations with customers, the product was able to find answers over 80% of the time in under five seconds. Content creators also cite the strong knowledge templates that are available to create answers/content.”

Trend Setting Product of 2017
KMWorld Promise Award Winner KMS lighthouse

“The award-winning organization demonstrates how it goes beyond simply delivering technology to working with clients to ensure that both the technology and knowledge processes are imbedded into the work processes. In other words, it helps organizations realize positive business results.”

Customers around the world in multiple industries, including:

- UPS
- true
- AIG
- DHL
- Orange
- Globe
Product Overview

Lighthouse Desktop
• A state-of-the-art knowledge solution for contact centers, branches and head offices

Lighthouse Self-Service Portal
• Publish content directly to customers diverting traffic to your website

Lighthouse Knowledge Bot
• Create a customized knowledge based bot with no coding or programming

Desktop Workers
• Call Center Agents

Distributed Workforce
• Field Technicians
• Sales Agents

Shops and Branches
• Retail shops
• Banking branches

Customers
• Self service
Major Financial Organization Deployment

Project Goals: reduce time to knowledge and increase customer experience

Implemented of Lighthouse for call center agents to provide quick, easy access to knowledge when speaking to customers

Before

- Policies were stored as long, complex PDF files with no easy access to specific details including terms and coverage.
- Processes and procedures were not fully structured, easy to consume and find.
- Knowledge with spread over a number of different systems

After

- Policies and other knowledge structured with defined templates, including Lighthouse’s comparison tool
- Scenario tool utilized for guidance and step-by-step processes and procedures
- Creation of exams in Lighthouse to monitor knowledge gaps

“We are very confident that KMS lighthouse will deliver our current and future needs. We are definitely happy with KMS lighthouse and we believe this will be a very long partnership”.

Michael R. Dela Cruz
Head, Customer Communication & Knowledge Management
Fully customizable UI to ensure the system aligns with the corporate branding to increase adoption and usability.

Dynamic drag-and-drop widgets requiring no coding or programming.
Limited training required as users may simply type a question in natural language and receive an answer, without opening any knowledge article in the system using Lighthouse patent pending technology.
Compare your products or competitors offerings side-by-side to help close sales and ensure the customers are receiving the product they are looking for.
Guided Decision Flows

Guide employees and customers through a defined step-by-step process to provide excellent, consistent, informed service
What is mLevel?

mLevel is a data-driven, highly engaging learning platform utilizing spaced repetition and game-based activities.
Engaging, Effective, and Measurable Learning

- rapid and easy development
- microlearning and game-based activities increase knowledge retention
- cloud-based and accessible on every device
- tracks knowledge and collects learner data
KMS Lighthouse + mLevel:
Where Knowledge Management Meets Learning Systems

what if you could give your employees the knowledge they need at the exact moment they need it?
PERFORMANCE IMPROVEMENT CYCLE

Content requests
Analyzed in real time
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PERFORMANCE IMPROVEMENT CYCLE

- Relevant training
- Delivered on demand
- Deployed in real time
- In the right format

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COACHABLE MOMENTS
with Learning Analytics

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KMS lighthouse
Knowledge Management
KMS Lighthouse + mLevel: Where Knowledge Management Meets Learning Systems

Employees can search for any topic or specific question within KMS Lighthouse’s platform.
KMS Lighthouse + mLevel: Where Knowledge Management Meets Learning Systems

KMS automatically brings up relevant information based on your content.
Digging deeper into the topic, the platform gives definitions and background information.
KMS Lighthouse + mLevel: Where Knowledge Management Meets Learning Systems

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KMS Lighthouse + mLevel: Where Knowledge Management Meets Learning Systems

mLevel’s course is embedded in the KMS Lighthouse platform for instant access to the games.
KMS Lighthouse + mLevel:
Where Knowledge Management Meets Learning Systems

Activity: Pathfinder

Scenario-based question and answer activity with branching opportunity

Navigate your way through a series of events using the arrows to move forward and backward within the game. When presented with a decision, select the best possible course of action, but be careful - you only get one attempt to answer correctly at each decision point!
KMS Lighthouse + mLevel:
Where Knowledge Management Meets Learning Systems

Activity: Pathfinder
Scenario-based question and answer activity with branching opportunity
KMS Lighthouse + mLevel: Where Knowledge Management Meets Learning Systems

Activity: Pathfinder

Scenario-based question and answer activity with branching opportunity
Activity: Block Party

Similar to candy crush with questions woven in throughout game.
KMS Lighthouse + mLevel:
Where Knowledge Management Meets Learning Systems

Activity:
Block Party

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Activity:
Block Party

Similar to candy crush with questions woven in throughout game
How do you know if your employees are actually comprehending important information?
Discover knowledge & understanding at every level:

- Course
- Topic
- Question
- Group or cohort
Or, drill down into individual User Scorecards

- See knowledge gaps and gains of each employee
- Create reinforcement or a coachable moment

How do you know?
What's next?

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with Learning Analytics

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LEVEL
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Knowledge Management
Thank You!

Join the discussion:

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@KMSLighthouse

Learn more from our presenters:

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