

Building a Self-Service Knowledge Base for On-Demand Answers



Body

Chief Learning and Transformation Officer Dr. Marki Johnson works at [AdmissionPros](#), a software development company based out of North Carolina that's been in business for more than 30 years.

Challenges

What were you using before Syncfusion®?

Zoho Service Desk Plus.

What challenges and pain points did you face before using Syncfusion products?

The previous knowledge base wasn't user-friendly for our users.

Solution

Which Syncfusion products do you use?

BoldDesk, for client support, support tickets, and the knowledge base.

What are your favorite BoldDesk features?

- Easy-to-use ticket support system.
- Ability to develop a knowledge base.
- Self-service knowledge base for using BoldDesk.
- AI support in ticket responses.
- Ability to add canned responses.
- Ease of inserting knowledge base resources directly into ticket responses..



- External users do not need to verify their account to be copied on tickets or follow the communication history.

Results

How have our products helped the application or program you are working on?

We've been able to build a knowledge base, allowing our users to get on-demand resources when needed.

If you're looking for a customizable help desk ticketing system, check out [BoldDesk](#).

[Request a demo](#) or start a free 15-day trial today!

Pull Quote:

"It's a user-friendly tool that gets the job done."

