

Why Traditional Knowledge Bases Fail Employees

THE PROBLEM BEGINS WITH THE INFORMATION IN YOUR KNOWLEDGE BASE



BAD INFORMATION

Up to 80% of electornically stored information is redundant, obsolete, or trivial.



ORGANIZED POORLY

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DIFFICULT TO FIND

Information is spread across different systems. 61% of employees regularly access four or more systems. 15% access eleven or more systems.



UNDOCUMENTED AND TRIBAL KNOWLEDGE

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AND WHEN YOUR EMPLOYEES LOOK FOR INFORMATION

- Workers spend on average 36% of their day looking for and consolidating information.
- However, 44% of the time they can't find what they're looking for.
- For a company with 1,000 employees, this could represent \$5.7 million lost annually.

THE DREADED "SHOULDER TAP"

When they can't find what they need, they usually ask around until they find the answer they're looking for



It is time consuming



It's a distraction to other employees and memebers on your team



No guarantee that they are going to get the correct answer

SUCCESSFULLY IMPLEMENTING A KNOWLEDGE BASE

TALLA TIPS

DON'T

Make your employees suffer with information that's redundant, obsolete, or trivial



DO

Give employees a single source of truth for information that's up-to-date, accurate, and relevant

DON'T

Just dump information into a knowledge base hoping that people will find it when they need it



DO

Organize your information so that it's easily consumable and actionable for users

DON'T

Make your employees waste time sifting through pages of search results hoping to find what they need



DO

Give employees actual answers to their questions, not just search results

DON'T

Make your employees ask and answer repetative questions, It's inefficient and wastes everyones time



DO

Identify and fill knowledge gaps by documenting information in your knowlEdge base the first time

DON'T

Make employees waste time by having to switch systems to find what they need



DO

Integrate your knowledge base with your existing systems and workflows to provide a seamless experience

Talla is a new kind of knowledge base that combines AI, automation, and chatbots, to equip customer- facing teams with the right information, when they need it. Your team will have the brainpower and consistency of your entire organization behind themto create customer wins and drive revenue. Talla ensures that your content is always accurate, complete, and available. Contact our team to learn more or schedule a demo with us!

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