



Service Desk

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Tools/Products

KnowledgeBase (KBI)

KBI's Digital Desktop Support Solutions KnowledgeBase is a powerful resource for Help Desk Analysts and End User self-help. Our KnowledgeBase improves call center metrics by cutting inbound call times and streamlining support with immediate answers to end user self-service questions.

Many of our clients are now asking for support information for a range of devices as they deal with mobility issues. So in addition to supporting all of the current Desktop Applications (Windows 10, Windows 8, Windows 7, Office 365, Office 2016, 2013, 2010 and many more) we also provide support information for smart phones, tablets, devices, connectivity software and cloud-based applications.

The Digital Desktop Support Solutions KnowledgeBase fills a gap in Service Desk systems by instantly populating the Knowledge Management component with a ready resource of vital information. The KnowledgeBase also supports ITIL and KCS compliance.

[Website](#)