



KNOWLEDGE

CONTACT CENTER SOLUTIONS CENTER OF EXCELLENCE



The Knowledge LifeCycle turns highly complex data into information your customers can easily understand.

The Knowledge LifeCycle is at the heart of continuous process improvement in the contact center.

USA Locations

- Barbourville, Kentucky
- Chantilly, Virginia
- Fort Worth, Texas
- Wheeling, West Virginia

Contacts

- Stephen Deitz, PMP
sdeitz2@csc.com
- Sam Capone, PMP
scapone@csc.com
- Jane Leahy
jleahy3@csc.com
- Becky Taylor
rtaylor46@csc.com
- ContactCenter-COE@CSC.com

Contact Center Solutions
Center of Excellence
14120 Newbrook Drive
Suite 200
Chantilly, VA 20151
703.817.9700

Contact Center Solutions uses documented processes and procedures to manage the vast amount of information needed to accurately and efficiently respond to customer inquiries. The documentation is created and maintained on a continuum as shown in *Figure 1-1*. The Knowledge LifeCycle process ensures the effective support of each issue that requires attention as well as the effectiveness of self-help options. Knowledge flows along the cycle's path at various rates, depending on the type of information to be relayed and the complexity of the information. As a result, some knowledge base data requires more time at specific points along the cycle's path and other data flows directly through the cycle.

The Knowledge LifeCycle process manages all new and existing information, including all scripts and messaging. Knowledge updates are tracked from initiation through completion and, if required, the information is retired.

Knowledge research analyst teams work closely with client subject matter experts to collect and maintain information. The Knowledge LifeCycle always includes a formal client sign-off process.

Knowledge LifeCycle Phases

Initiate — Lifecycle begins with an initial request for information — a systematic approach finds relevant data to support requirements

Plan — Content enters the planning phase — additional or altered content is identified.

Content and project teams collaborate with client representatives to identify goals, information needed and options available to meet requirements. The knowledge research team presents information to client for approval.

Execute — Information is formatted and content is entered into knowledge base.

Control — The knowledge LifeCycle control cycle begins to ensure information is timely, accurate, consistent and clearly stated. Information must be easy to locate for efficient delivery to customers.

Close — The final close-out phase is performed.

Figure 1-1. The knowledge LifeCycle delivers the highest quality and most current data to customers.

