

KNOWLEDGE-CENTERED SERVICE v6SM PRACTICES WORKSHOP

The Coveo Knowledge-Centered Service v6SM Practices workshop is a three day class designed to teach participants about the KCS v6 methodology. Knowledge-Centered Service v6SM, or KCS v6SM, is a methodology that integrates the creation and maintenance of knowledge into the problem solving process. This methodology has been developed through the collective experience of the members of the Consortium for Service Innovation. For more information about KCS v6 and the Consortium visit the web site at www.serviceinnovation.org.

KCS Benefits:

- Improve organizational efficiency, consistency, and capacity
- Dramatically reduce time to proficiency (new people, new offerings)
- Increase employee job satisfaction
- Improve the customer's success with self-service
- Identify potential business improvements based on the customer experience
- Business improvements include: offerings, feature, functionality, processes, policies

This intensive workshop will provide the needed insights and skills to prepare you for launching a KCS v6 program, tuning up your KM processes or bringing a colleague up to speed. It will also prepare you for the v6 Practices certification exam which can be added at the end of the agenda.

Learning objectives:

- An understanding of the key deliverables required to implement KCS
- Best practices for measuring knowledge activity, performance, and value
- Techniques for ensuring knowledge base quality without review queues
- Processes for creating in-workflow (Solve Loop) and value-added (Evolve Loop) content
- How to manage a KCS adoption, avoiding mistakes others have made

Agenda

	Topic	Description
Day 1	Introduction & Overview	Introduction Alignment to business objectives KCS Overview and benefits Process improvement Proficiency development Content health techniques
Day 2	Process Integration	Integrate knowledge into the workflow Performance assessment and measures Leadership and communication KCS adoption phases
Day 3	Change Management and Roadmap	Elements of the communication plan KCS Principles and Core Concepts Certification exam (optional – 120 minutes)

Pricing

\$1,500 USD per person (does not include price for exam proctoring)

Note: Group discounts available. Time estimate is dependent on travel schedules and staff availability.