

# Tacit Knowledge

A Company's Most Valuable Untapped Resource

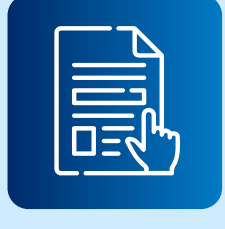


## Did You Know?

Forrester reveals that **52%** of organizations struggle with effective transfer of tacit knowledge among customer support teams.

Tacit Knowledge = Tribal Knowledge = Experiential Knowledge = 'Know-How' Knowledge

## Tacit Knowledge is:



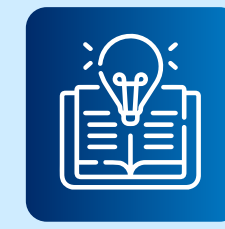
Personal and context-specific



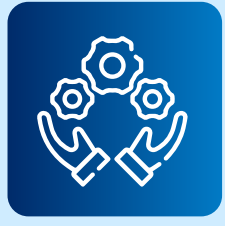
Invaluable for decision-making



Difficult to articulate or communicate



Learned through practice and observations



Acquired through years of hands-on experience

## For Enterprise Support Teams

Tacit Knowledge has the ability to:



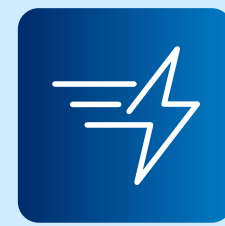
Identify the root issues of the customers



Use empathetic listening to calm down an angry customer



De-escalate tense situations with frustrated customers



Quickly adapts to unexpected situations

## Did You Know?

McKinsey reports that **43%** of customer support teams use AI and machine learning tools to capture and codify tacit knowledge.

## Tacit knowledge is a valuable asset for businesses, but a challenge to capture and share.

Enters Knowbler:



World's first ML and GenAI-fueled Knowledge Management Solution

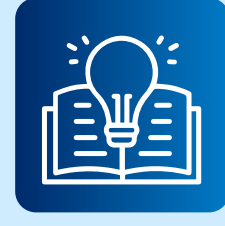


Empowering employees to create, review, and share knowledge, within their workflows

Get ready for:



**90%**  
Faster knowledge curation



**100%**  
Agent participation in capturing tacit knowledge



**80%**  
Reduction in time to create new knowledge

## Knowbler For Enterprise Support Teams

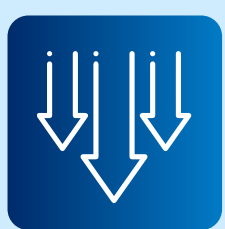
Knowledge is an asset and Knowbler acts as a catalyst to build that asset for you. Knowbler facilitates:



**50-60%**  
Improved time resolution



**20-50%**  
Increase in case deflection



**90%**  
Reduction in time to publish



**20-30%**  
Improvement in CSAT score

See how Knowbler helped companies like [Automation Anywhere](#) and [Syntellis](#) achieve exceptional results.

[Request a demo](#) to see how Knowbler can transform your customer service experience.