Figure 8: Artificial Intelligence and GenAI					
KMS Lighthouse	**livepro**	**NICE**	**Salesforce**	**Shelf**	**Verint**
How can your KM solution/platform be used to act as the data repository to support/enable enterprise AI initiatives?					
The KMS Lighthouse API Library can be leveraged by 3rd-party technology such as chatbots and AI models to provide them information from the knowledge base as the 'official' and approved content source.	The system is subject to strict governance measures to ensure only authorized users can create, edit, and publish content. This, coupled with strict version control and reporting, helps ensure livepro is a single source of truth for AI initiatives across a business. By using livepro's API, this can then be delivered to any other platform or AI solution as required.	CXone Expert supplies a raw vector response API (called the Kernels API) as well as a completion API (Completions API) to provide the knowledge infrastructure for brand-wide AI initiatives.	With Unified Knowledge, all knowledge sources within and outside of Salesforce can be unified and leveraged for AI grounding. Clients can use configuration criteria and sharing rules to control which parts of their knowledge base are utilized for grounding.	This is one of the main purposes of the platform's design. Users can directly connect content to their AI and LLM frameworks or applications to utilize information stored in Shelf. Shelf also provides API access, comprehensive developers documentation, and a Python SDK so GenAI implementation teams can use content as well as metadata generated or created in Shelf. Content quality algorithms were specifically tuned to identify information that is not fit for AI consumption.	Verint Knowledge Management can be accessed by other enterprise AI tools through direct API, or through exports of specific information. The Verint Knowledge Automation API provides complete information about content objects in the database, including content, metadata, entitlements, and multimedia objects, e.g., for use as a repository to feed IVA AI and interactions.

Source: DMG Consulting LLC, December 2024

Figure 12: Omnichannel/Multi-Modal Support					
KMS Lighthouse	**livepro**	**NICE**	**Salesforce**	**Shelf**	**Verint**
How can a knowledge asset be created once and made available across multiple channels in a design-responsive format that is optimized per channel?					
KMS Lighthouse is an enterprise knowledge management solution that enables maintenance of a single source of truth across an organization. Within the authoring layer, business administrators can create	livepro uses permission control to enable organizations to determine which team or channel can utilize each asset. Single assets can be made available on unlimited channels. Permissions can	NICE can integrate with any interface via API. Out-of-the-box interfaces are responsive to screen size. NICE integrates with CRM, customer mobile apps, and wearable devices.	Knowledge is integrated throughout all channels and all Salesforce objects and experiences, including the Console, Lightning, Self-Service Help Center and Portals, Salesforce Mobile, Field Service, channels,	Shelf's platform empowers organizations to harness their knowledge management (KM) by allowing content to be authored in Shelf and published across various channels, such as	Verint Knowledge Management system uses a single knowledge base that can be accessed through various channels like web self-service, agent desktops, chatbots, and mobile apps. Content is authored in a

Figure 12: Omnichannel/Multi-Modal Support					
KMS Lighthouse	**livepro**	**NICE**	**Salesforce**	**Shelf**	**Verint**
and update knowledge content directly within the solution via wizards and editors. Content can then be distributed natively within the system and via integrations, leveraging permissions and user groups to manage content access.	also be controlled within an individual article, meaning one article can service both internal and external use cases by using knowledge article containers that block access to components for specific users (i.e., one knowledge article can contain confidential information only internal users can see).		Slack, bots, and AI. Customers can use sharing rules and configurations to control the audiences and channels to which a knowledge article should be exposed. LLMs and prompts are used to tailor the content to the right channel, e.g., giving more detailed answers in an email and shorter summarized responses in a messaging conversation.	commercial websites, support sites, intranets, and self-service portals. With customizable branding options, the content can be tailored to align with an organization's look and feel for a cohesive user experience and enhanced accessibility to vital information.	format-agnostic way and can be rendered responsively based on the channel. Verint Knowledge Management allows organizations to tailor each version of an answer to different channels based on the type of interaction (e.g., IVA/chat, mobile, CRM system, or standalone knowledge base).

Source: DMG Consulting LLC, December 2024