

The KCS® Strategic Framework Canvas

Designed for:

Designed by:

On:

Iteration:

KCS contribution

How does KCS benefit the organizational goals?

E.g.

- Reuse of known articles
- Identify product improvements based on customer experience
 - Less redundant work
 - Faster resolution time
 - Reduce time to proficiency

Approach

How do you achieve your objectives?

E.g.

- Improve customer productivity
- Understand customer business
- Proactive problem avoidance
 - Interesting work
 - Customer retention
- Reduce costs of support

Metrics

Which metrics show success of KCS and realized benefits for the organization?

E.g.

- Article create vs. reuse ratio (%)
- New vs. known ration (%)
- Average time to resolution
- Percentage of customer success on the web
- Number of products improvements
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