

Knowledge Management

Centralize and deliver knowledge across service workflows with structured content, real-time access, and integration into support and operations processes.

Specification

SKU	IT-ESM-KNW
Solution area	IT Service Delivery
Works with	Service Desk & Request Portal, Incident Management, Problem Management, Enterprise Assets & Structure, Customer Feedback & Feature Requests
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

Knowledge Management is the process of capturing, organizing, and sharing information across an organization to improve efficiency and decision-making. In service delivery, it enables teams to provide faster support, reduce repetitive work, and ensure consistent, accurate responses across operations.

SmartSuite's Knowledge Management software provides a structured, scalable system to create, manage, and deliver knowledge across your organization. It enables teams to move from fragmented documentation and tribal knowledge to a centralized, governed knowledge base that supports service delivery and operational efficiency.

Organizations can build and maintain knowledge across a wide range of use cases, including:

Core capabilities

Centralized Knowledge Base

Create and manage a unified repository of articles, guides, and documentation.

Article Creation & Version Control

Develop, review, and update knowledge articles with full version history and governance.

Workflow-Driven Content Management

Route articles through approval, review, and publishing workflows.

Search & Knowledge Discovery

Enable fast, intuitive search to quickly find relevant knowledge and solutions.

Service Desk Integration

Link knowledge directly to tickets, incidents, and service requests.

Runbooks & Operational Guides

Document procedures and troubleshooting steps for operational consistency.

Self-Service Enablement

Provide employees and customers with access to knowledge for faster issue resolution.

Automation & AI Integration

Use automation and AI to suggest knowledge articles and improve response times.

Role-Based Access Control

Ensure appropriate access to knowledge across teams and users.

The Knowledge Lifecycle

Step 1 Create Knowledge Capture information, procedures, and solutions in structured articles.	Step 2 Review & Approve Ensure accuracy and consistency through governance workflows.	Step 3 Publish & Share Make knowledge accessible across teams and service channels.	Step 4 Use in Workflows Apply knowledge within service desk, incident, and support processes.	Step 5 Update & Improve Continuously refine content based on usage and feedback.
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Who it is for

Service Desk Manager Ensures agents have access to accurate knowledge for faster issue resolution.	Support Agent Uses knowledge articles to resolve tickets and requests efficiently.	IT Operations Lead Maintains operational documentation and runbooks.
Customer Support Leader Enables self-service and improves customer experience.	Knowledge Manager / Content Owner Creates and maintains knowledge content across the organization.	Executive Leadership Monitors service efficiency and knowledge usage trends.

Works with

Service Desk & Request Portal Knowledge is embedded into ticketing and request workflows.	Incident Management Support teams use knowledge to resolve incidents faster.
Problem Management Root causes and solutions are documented and reused.	Enterprise Assets & Structure Knowledge is tied to systems, applications, and ownership.
Customer Feedback & Feature Requests External users access knowledge through self-service portals.	

Built differently. Knowledge Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Knowledge Management configured for your organization, or read the full product entry at smartsuite.com/products/knowledge-management.

Schedule a demo