



Build Truly Helpful Content

With the Connector for Salesforce Knowledge

acrolinx

Access Acrolinx in Salesforce Knowledge.

The customer journey after a purchase decision is one of the most important parts of the buyer experience. Now, it's time to prove the investment was worth it and build your customer's trust and loyalty long term. You'll likely do that through your support content and knowledge base.

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Salesforce isn't just a platform for sales teams. In the Salesforce Knowledge base, knowledge workers can create articles that aim to answer customer queries in a way that helps other people with similar questions. They then publish the articles for internal and external use, across a range of possible channels.

The Acrolinx Connector for Salesforce Knowledge is a great way to align your knowledge base to your broader enterprise content standards. You can set different goals for different content or audience types, and make sure every knowledge article uses the same style, tone, and terminology. The result is that writers save time in researching the right terminology, and customers can easily find and understand the content they need.

More Efficient Knowledge Creation

If you're already using Salesforce Lightning Knowledge, and have the Acrolinx Core Platform 2019.05 or later, you're ready to supercharge your support content using the Acrolinx Connector for Salesforce Knowledge.

Knowledge workers love this integration because it makes it simple to:

1

Align content to your company content standards while working in Salesforce Knowledge.

2

Speed up time to publication of knowledge articles.

3

Save time to tackle more complex customer issues.

4

Write knowledge articles with a consistent style, tone of voice, and terminology.

5

Create content that's easily understood by your target audience.



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How Does it Work?

This integration checks draft knowledge articles, before they're published. You'll see a widget that when clicked will open up your article in an Acrolinx editor. There, you can check and update your content with the Acrolinx Sidebar. When you're done, and you've saved your content, you'll see it in the article overview and voila! Your content is ready to publish.

The screenshot shows the Salesforce Knowledge interface. At the top, there's a navigation bar with 'Service' and 'Knowledge' tabs. The 'Knowledge' tab is active, showing a list of articles. The article 'Acrolinx Test FAQ Article' is selected, and its details are shown. The article is in 'Draft' status, with a last modified date of '5/4/2020, 7:11 AM' and a version number of '0'. The details section includes 'Information', 'FAQ Information', and 'System Information'. The 'FAQ Information' section shows the question 'This is my question' and the answer 'answer'. The 'System Information' section shows the URL name. On the right side, there's an 'Acrolinx Article Edit' widget with an 'Edit Article' button. Below it, there's a 'Was this article helpful?' section with thumbs up and thumbs down icons, both showing 0 votes. At the bottom, there's a 'Categories (0)' section with an 'Expand All' button.

The screenshot shows the Acrolinx editor interface. The article title is 'MyDemo isn't connecting.' and the answer is 'Mydemo isn't connecting.' The editor has a rich text toolbar with various formatting options. The article content includes a paragraph about error messages and a list of troubleshooting steps. The right sidebar shows the 'CHECK' tab with 17 issues. The issues are categorized by severity and type, including 'Mydemo', 'Domains', 'If ... it', 'Firefox or', 'Bulleted List', and 'If ... recommend'. Each issue has a description and a 'RECOMMEND' button.

Make Support Teams More Effective

The Acrolinx Connector for Salesforce Knowledge adds value to your knowledge articles because it frees up your agents to deliver a better overall content experience for customers.

You'll find information about the Acrolinx Connector for Salesforce Knowledge on the Salesforce AppExchange. But to start using it, you'll need to talk to Acrolinx and extend your current Acrolinx licensing to include this integration.

The pricing per year and number of licenses is shown below:

No. of Licenses	1 year	3 years	Standard Service Fee**
1-100	\$17,500*	\$15,750	\$4,500
101-500	\$22,500	\$20,750	\$6,500
500+	Price upon inquiry	Price upon inquiry	

*Pricing is shown in USD.

**The service fees for setup are the standard installation costs.

Note: The 15% App Exchange fee doesn't apply to time and materials (T&M) billing.

Customer loyalty is built on content that makes customers feel valued and enables them to go further with your product or service than they ever thought possible. That requires clear, helpful, accurate, and consistent knowledge articles that encourage self-service that speak the voice of your customers. If you're looking to support your KCS® initiative, or simply recognize the business value of amazing support content, the Acrolinx Connector for Salesforce Knowledge is the right decision for better content, faster.

