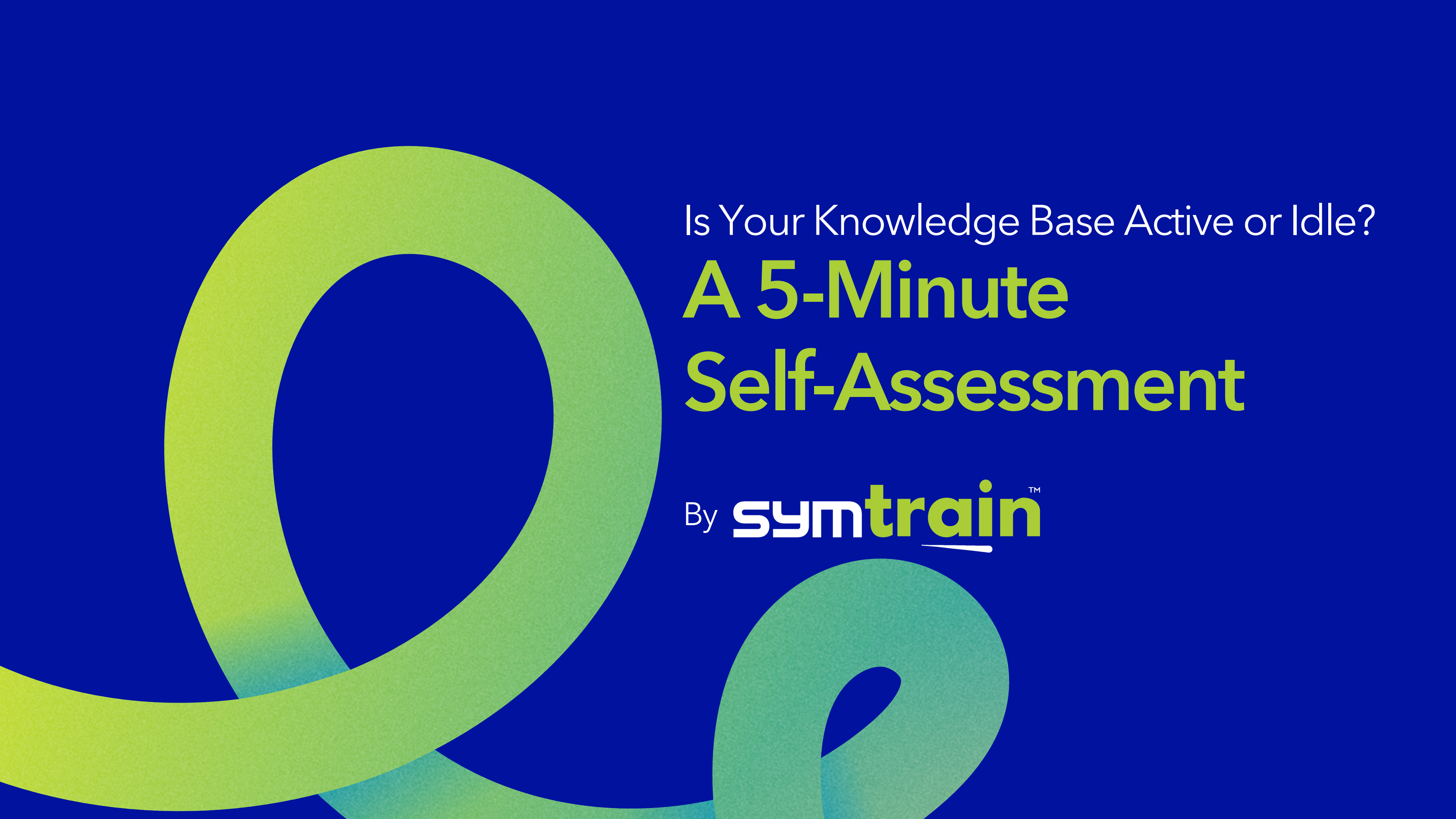




Is Your Knowledge Base Active or Idle?

A 5-Minute Self-Assessment

By **symtrain**TM



Most organizations have a wealth of content (documents, training modules, job aids, scripts), but few can confidently say that **their knowledge directly drives performance**.

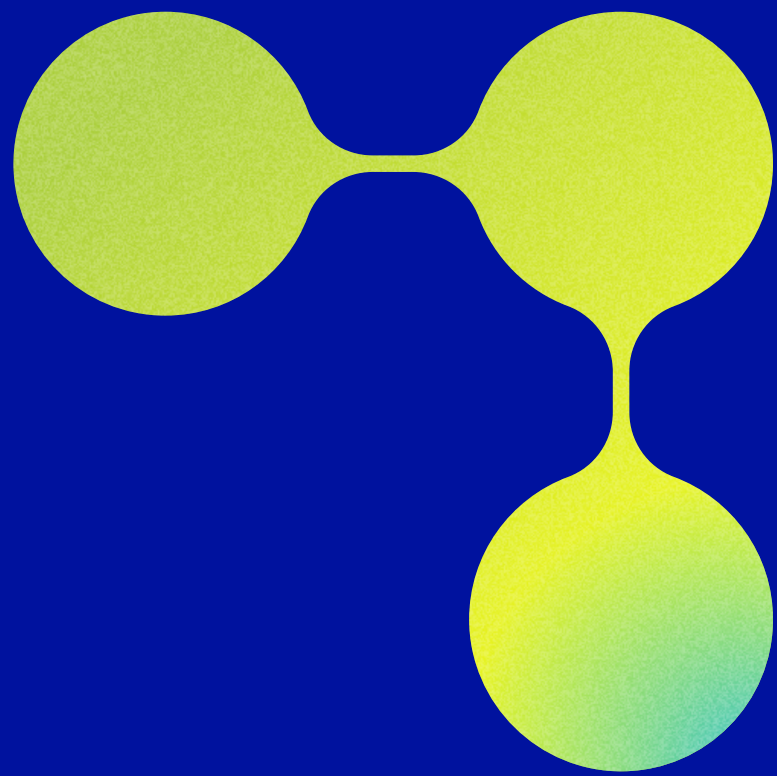
This quick assessment will help you determine whether your knowledge base content is:

- **Enabling confident decisions in real time**
- **Fueling agent performance and customer experience**
- **Or sitting idle, unused, outdated, and slowing your team down**

Answer each question from 1 to 5:

1 = Strongly Disagree

5 = Strongly Agree



ACCESS &
DELIVERY

1. Agents can easily find the information they need without searching across multiple systems or tabs.

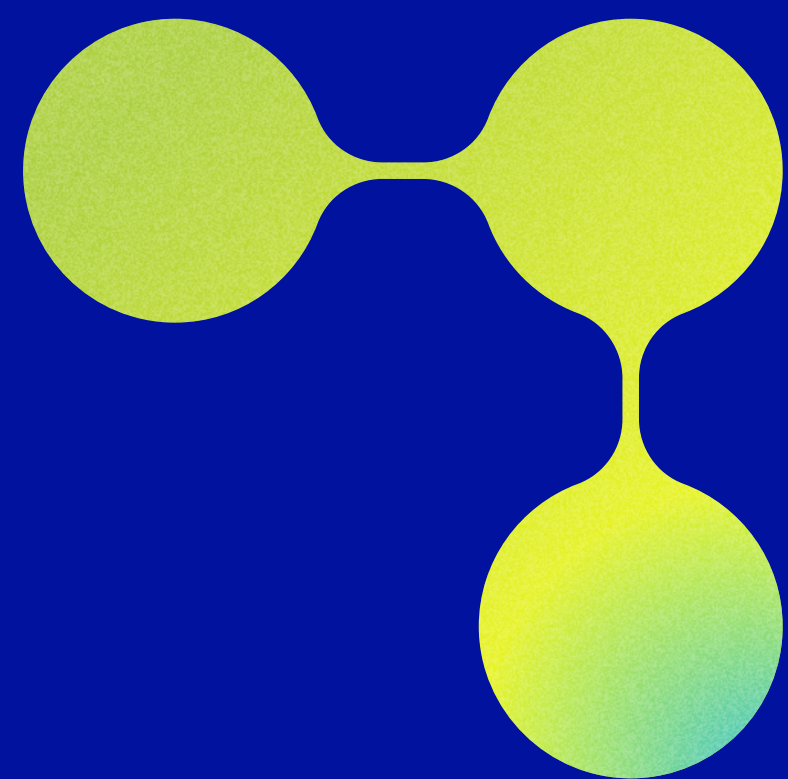
1 2 3 4 5

2. Knowledge is delivered in the flow of work (e.g., within the agent desktop, LMS, QA tools) instead of being buried in repositories.

1 2 3 4 5

3. Agents trust that the knowledge they find is accurate, current, and consistent across systems.

1 2 3 4 5



ALIGNMENT & GOVERNANCE

4. Our L&D, QA, and Operations teams are aligned on what knowledge is needed and who owns it.

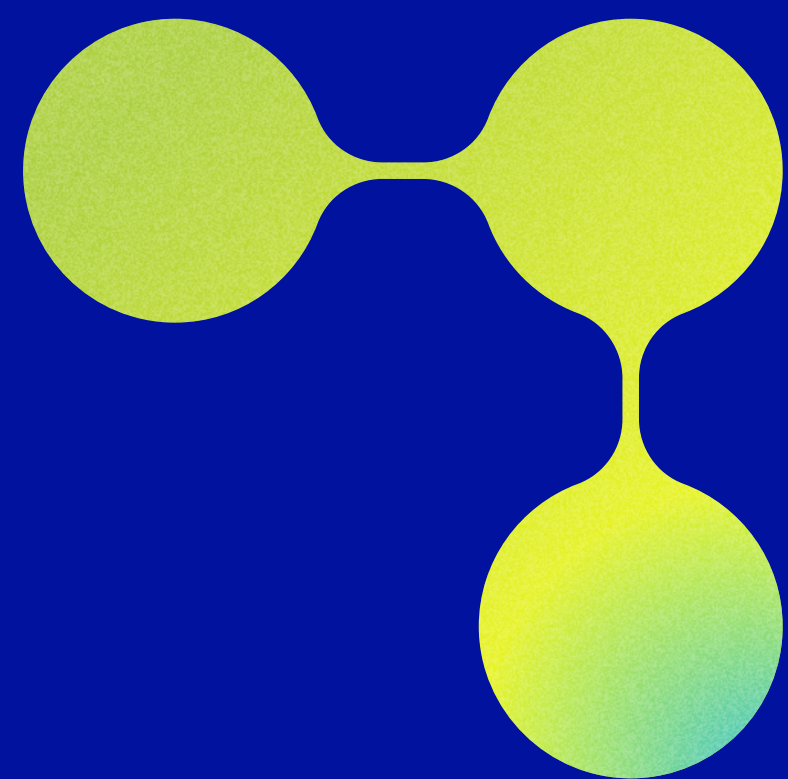
1 2 3 4 5

5. We have a consistent process to review, update, and retire outdated content.

1 2 3 4 5

6. Knowledge performance is measured using clear metrics (e.g., handle time, CSAT, proficiency, error reduction).

1 2 3 4 5



ACTIVATION & APPLICATION

7. Agents apply knowledge confidently in real interactions.

1 2 3 4 5

8. When a new product, policy, or scenario emerges, we can quickly turn that into training or guidance for agents.

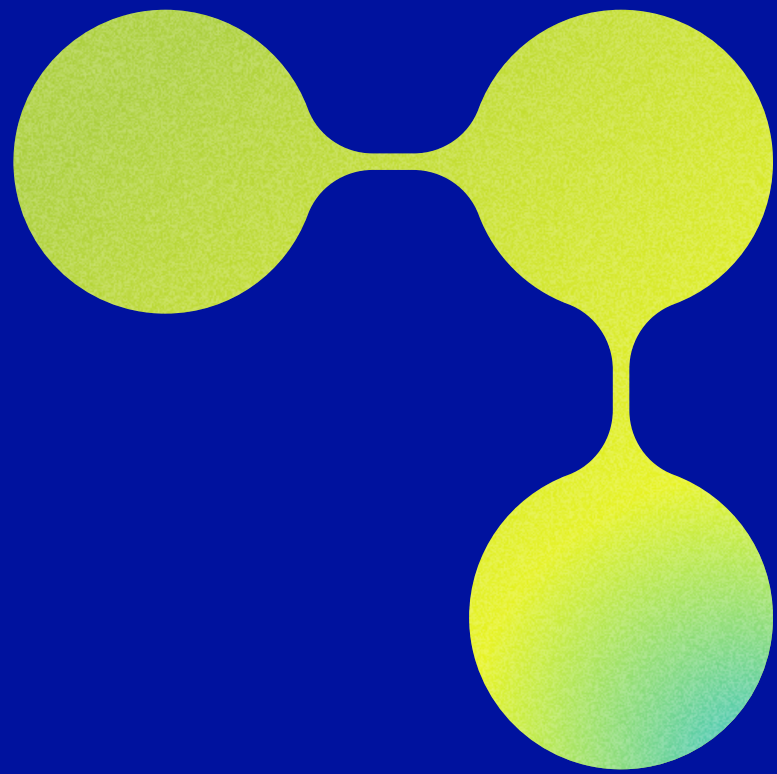
1 2 3 4 5

9. Insights & mistakes are turned into follow-up training.

1 2 3 4 5

10. Our training systems help agents build long-term memory, not just look up answers.

1 2 3 4 5



Add Up Your Score

(10 questions x max score 5 = 50 points)

Your Results

**0 - 24
Points**

**Knowledge
is IDLE**

**25 - 39
Points**

**Knowledge
OPPORTUNITY
ZONE**

**40 - 50
Points**

**Knowledge
ACTIVATOR**

0 – 24: Knowledge is IDLE

Content exists, but it's not being used to drive performance.

Agents are searching, guessing, or escalating. L&D and QA are working hard, but knowledge isn't translating into behavior change.

Risks: High attrition, inconsistent CX, costly rework, stalled AI readiness.

Next step: Rethink knowledge delivery from the ground up. Start with high-impact scenarios and shift from static documents to dynamic, in-the-flow training.



25 - 39: Knowledge OPPORTUNITY ZONE

You have strong intentions but inconsistent execution.

Some teams are using knowledge well, but silos, outdated content, and limited reinforcement are holding you back.

Risks: Slower ramp times, rising handle times, coaching fatigue.

Next step: Focus on activation, embed knowledge into workflows, and turn insights into practice (e.g., automated simulations).



40 – 50: Knowledge ACTIVATOR

You're ahead of the curve.

Knowledge flows to agents when they need it, and you're measuring performance impact. You may already be using automation or simulations to reinforce learning.

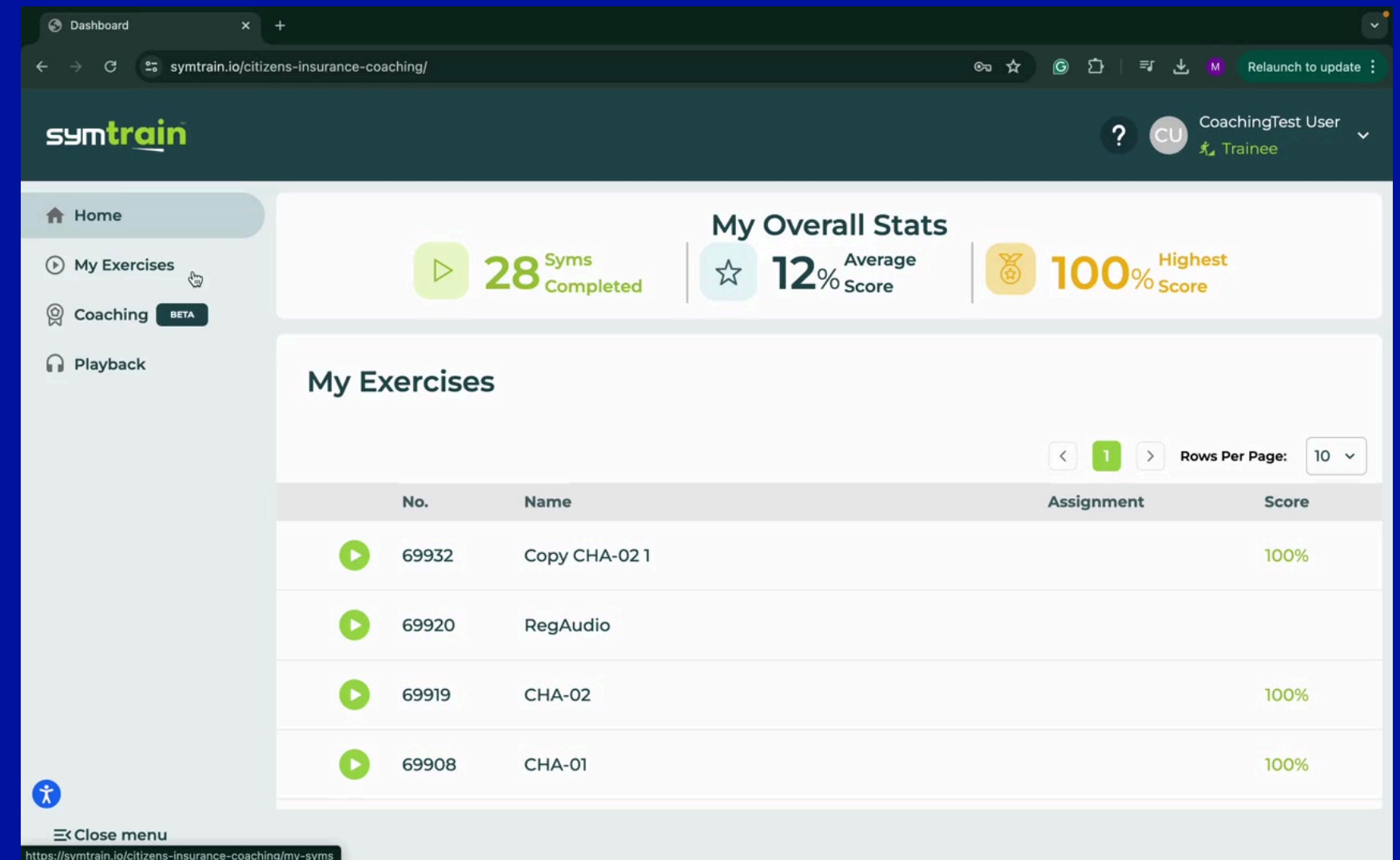
Next step: Scale what's working with AI training & coaching to accelerate performance even further.



What This Means

Static knowledge tells agents what to do. **Activated knowledge trains agents to do it.**

The difference is practice, reinforcement, and real-time delivery, exactly where SymTrain AI Coaching makes all the difference.



The screenshot displays the SymTrain AI Coaching dashboard for a user named 'CoachingTest User' (Trainee). The dashboard includes a sidebar with navigation options: Home, My Exercises, Coaching (marked BETA), and Playback. The main content area features 'My Overall Stats' and a table of 'My Exercises'.

My Overall Stats

- 28 Syms Completed
- 12% Average Score
- 100% Highest Score

My Exercises

No.	Name	Assignment	Score
69932	Copy CHA-02 1		100%
69920	RegAudio		
69919	CHA-02		100%
69908	CHA-01		100%

At the bottom of the dashboard, there is a 'Close menu' button and a URL bar showing 'https://symtrain.io/citizens-insurance-coaching/my-syms'.



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