

CHECKLIST

Comparison of Ai Knowledge Management Platforms for Smbs

Selecting the right AI knowledge platform

- 1 Trial only platforms offering live onboarding support and 14-day proof-of-value guarantees.
- 2 Test onboarding with two non-technical employees before committing to any platform.
- 3 Request total monthly cost in writing for current and 50% projected headcount.
- 4 Demand a side-by-side search accuracy test using 100 real documents and 10 queries.
- 5 List your five most-used apps and require real-time integration demos before purchase.
- 6 Verify all promised integrations exist today, not on future roadmaps.
- 7 Prioritize platforms with built-in analytics dashboards showing search failures and user engagement.
- 8 Assign one team member to document pain points throughout your trial period.
- 9 Compare search accuracy percentages: demand platforms clearly disclose their query precision rates.
- 10 Calculate total implementation cost including add-on fees, not just per-user pricing.
- 11 Request case studies from SMBs similar in size to your organization.

Read the full article: <https://nlobrain.com/blog/comparison-of-ai-knowledge-management-platforms-for-smbs/>

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