



Khoros Communities

Community management software digital-first businesses rely on

Make no mistake, your customers are connecting online to share their experience with your brand. The question is, are they using third-party platforms like X and Reddit? Or are they using a platform that lets you own the experience and the data?

Khoros Communities provide a brand-owned destination for customers to engage, self-serve, collaborate, and educate each other on their product, experience, and service.

Reduce service & support costs



Create a central place for customers to ask questions, access knowledge, and get tips from peers and your brand.

Increase CLV



Foster a healthy, high-value community environment that keeps customers coming back for more.

Drive growth & innovation



Surface on-demand insights for new product, service, and market ideas, and use peer validation to support upsell and cross-sell motions.

SAMSUNG



Microsoft



ZOOM



Unmatched expertise & partnership

- 20+ years experience launching thousands of communities
- More Fortune 100 success stories than any other provider
- Best-in-class performance, accessibility, and scale
- Market-leading developer tools and platform extensibility

Proven success in delivering business value

- >10% average reduction of inbound service requests
- 70-90% of community traffic from organic search
- Customers report significant increases in NPS, CSAT and CHI scores

Forrester, Wave 2023, Most Strategic Vendor



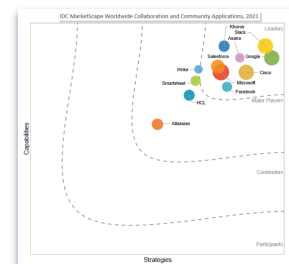
TrustRadius 2024 Top Rated



TrustRadius 2023 Top Rated



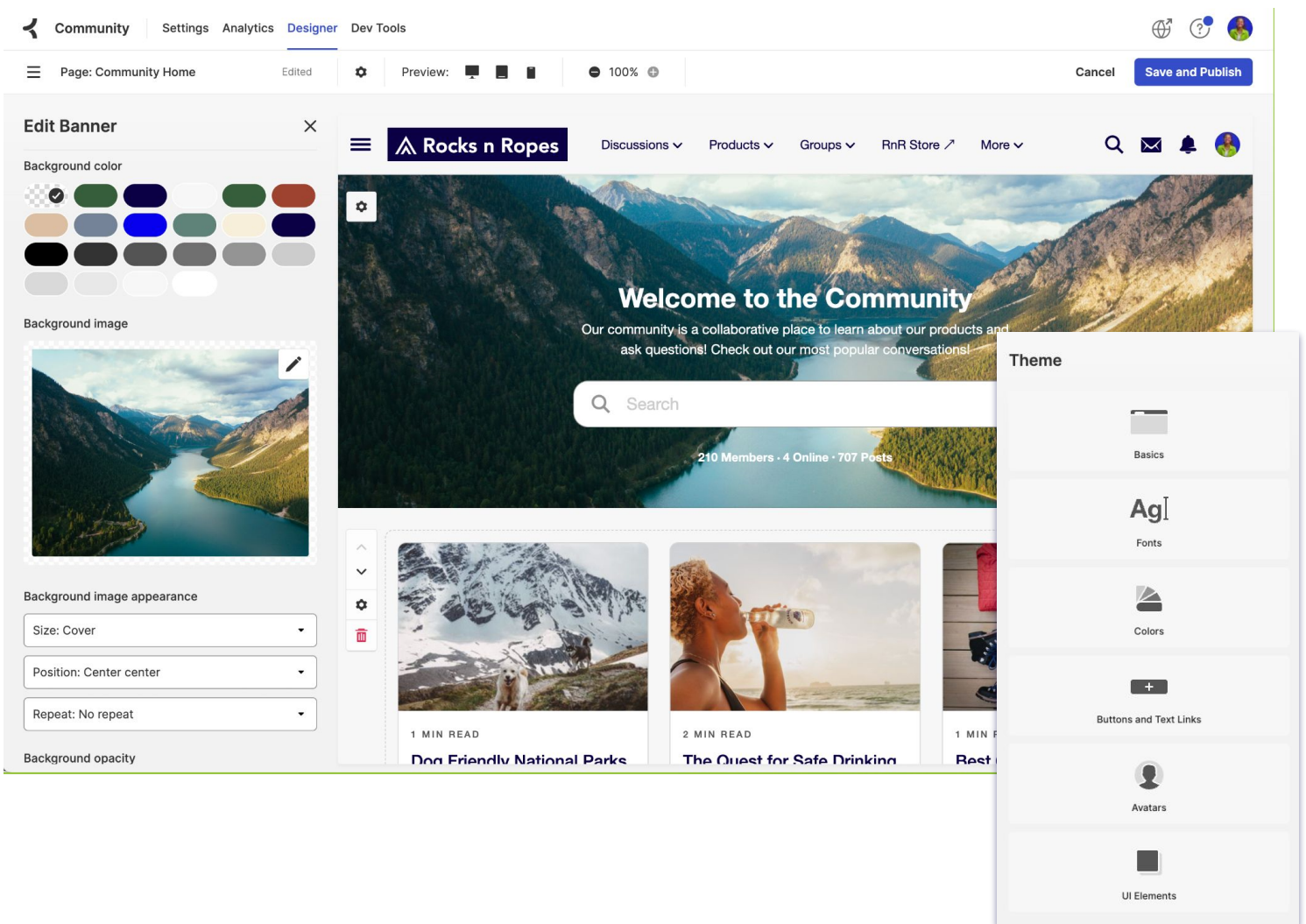
IDC MarketScape Leader



Community design

Expertly-crafted communities made simple

Khoros Communities provides everything needed to build an enterprise-class online community and scale engagement – with less resources, complexity, and cost.



Theme builder

Customize the appearance of your community site to match the look and feel of your brand. Set the size and style of your fonts, colors, iconography, and visual elements for your community.

Page templates

Accelerate time-to-launch with out-of-the-box, expertly designed templates. Easily add, reorder, or remove sections with configurable layouts and headers.

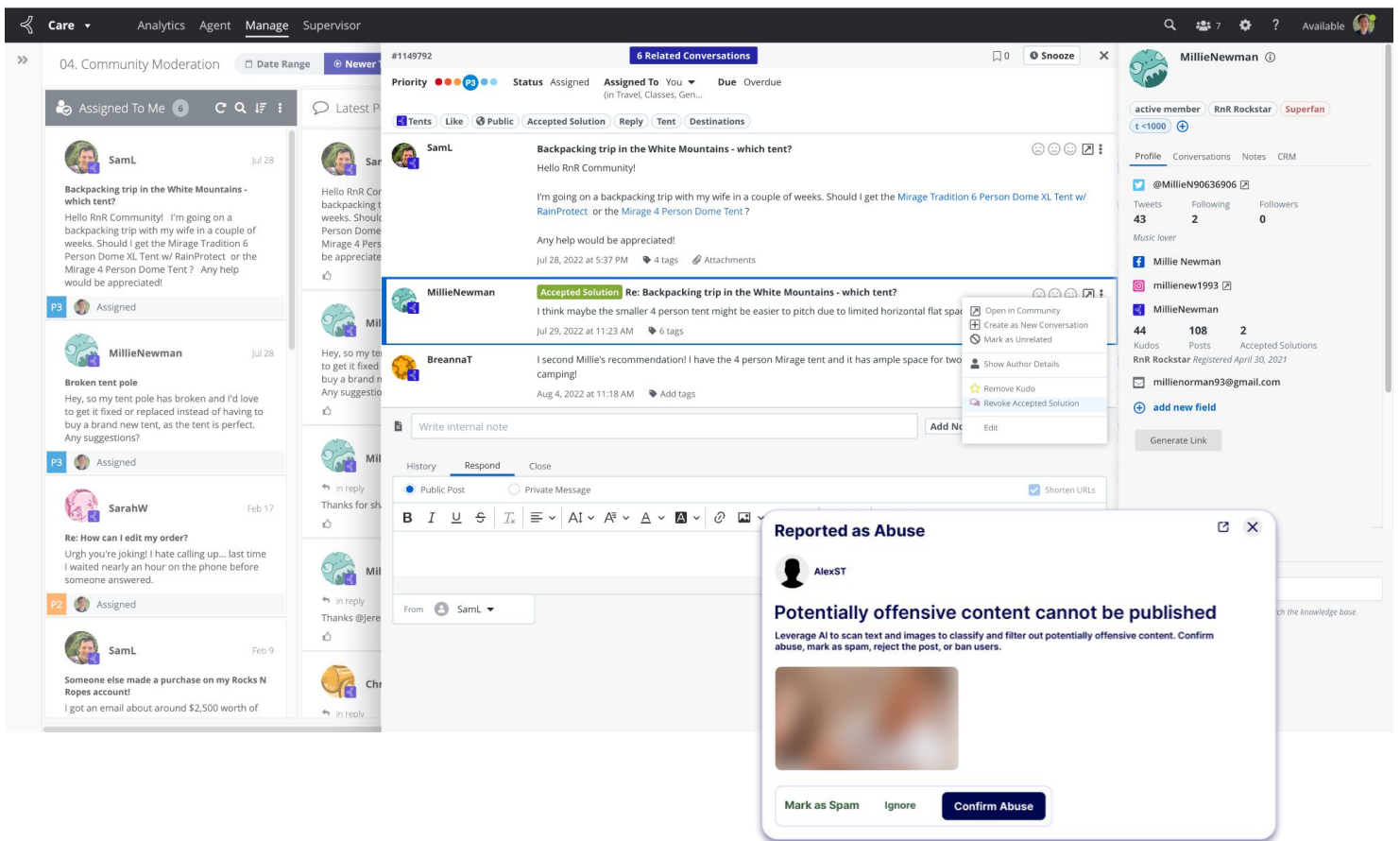
Widgets

Take advantage of pre-built, customizable content, people, and place widgets, or design your own using text, html and more to craft custom experiences across pages.

Community management

Best-in-class tools to build and manage active communities

Khoros Communities empowers community managers to spend more time on strategy and less time on routine tasks with AI-enhanced moderation and workflow automation.



AI-driven content filters

Prevent objectionable content from appearing in your community with AI-enhanced content filters. Tap into a host of manual and automated tools for spam management and user moderation.

Accelerated moderation

Triage high-volume activity with workflow automation. Drill into trends and issues, and track daily operations with rules engines, analytics and configurable dashboards.

Content management

Enable subject-matter experts with tools to craft visual posts or articles with ease. Tag, review, edit, and schedule go-live fast. Archive content to keep helpful resources up-to-date.

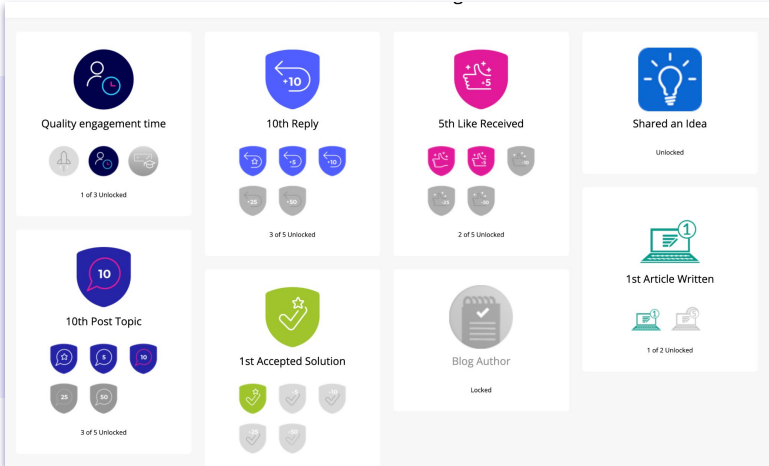
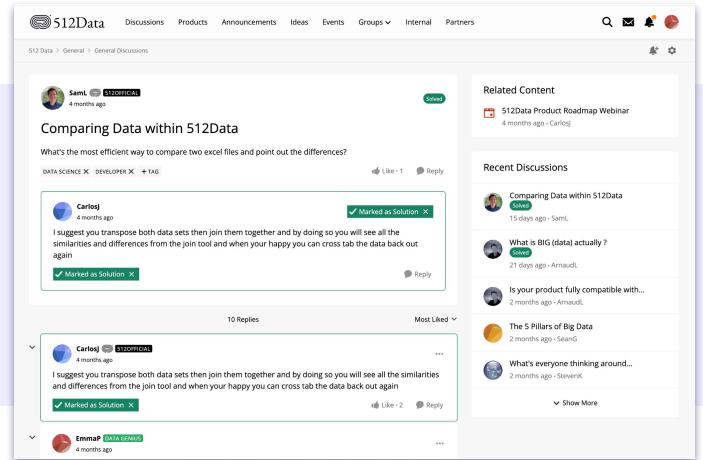
Customer engagement



Expertly designed interaction styles

Boost engagement and connectivity in your community.

Produce high-quality community content and encourage member-generated content with a robust set of interaction styles, including Forums, Blogs, Knowledge Base, Events, Ideas, Groups, and more.



Leading gamification features

Foster a healthy, high-value community environment with advanced community gamification tools that help you score over 80 member activities.

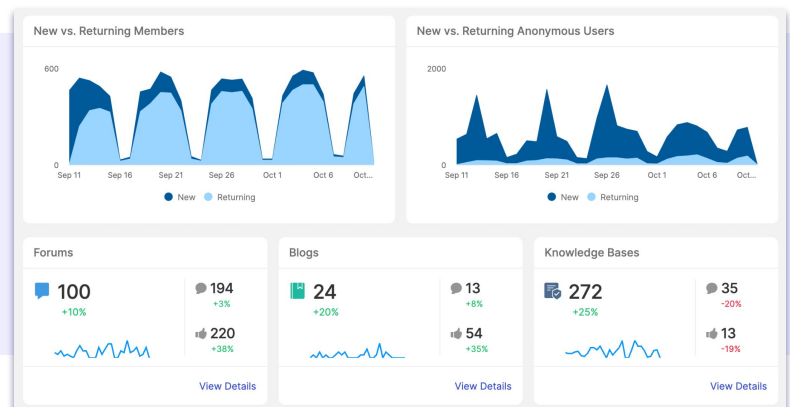
Reward participation, recognize contributions with badges, and assign ranks that motivate continuous interaction and engagement.



Impactful analytics

Prove community ROI and enable community managers to take more effective action with advanced community measurement capabilities.

- Customizable visual dashboards
- Drilldown reports
- Robust analytics API, including on-demand insights, and bulk-data API





Customer success

Build a customer community that lasts

"Our communities serve millions and save millions in support costs."

Senior Program Manager,
Microsoft

"Our partnership with Khoros makes it possible to support our customers and improve our products."

Community Manager, *Intel*

"Not only is our community bringing in more traffic, but engagement has gone up exponentially."

Community Product Manager,
Sky



\$54.2M case deflection savings



54pt increase in NPS



\$16M case deflection savings



7% increase in CSAT



\$1M monthly case deflection savings



4.9M monthly visits



\$8M attributable sales in 12 months



2.5x more revenue for member hosts

Khoros Communities Events

Host immersive events that drive engagement and loyalty

Community events are a powerful tool to increase brand visibility, foster stronger connections with members, and improve customer lifetime value. 40%* of consumers say they feel more loyal to brands after attending events.

The screenshot shows a Khoros event page for "Modernizing Your Contact Center: 2-day Session" (July 14-15, 2023). The main image shows a large audience at a conference. The configuration panel on the right includes:

- Event type: Hybrid
- Start: February 28, 2025 01:15 PM, PST
- End: February 28, 2025 03:45 PM, PST
- Location: Khoros, Ranch Road 2222, Austin, TX, USA
- Map: Shows location near VAUGHT RANCH and Cow Fork.
- Display map on event page:
- Event URL: <https://www.youtube.com/watch?v=P11ffIo0C>

Vertical social media icons for Facebook, YouTube, Vimeo, and Zoom are also visible on the right side of the configuration panel.

Support for online, hybrid, and in-person events

Strengthen brand loyalty and community connections with flexible tools that encourage online and offline engagement. Easily create and manage new events, and invite both members and non-members to extend the reach of your community.

Seamless integration with social and Zoom

Simplify and elevate the event experience by embedding live social video content directly into event pages (Facebook, YouTube, and Vimeo), and integrating with Zoom to host meetings and webinars within the community.

Impactful analytics to measure event success

Gather insight into event performance and compare events across key metrics, including RSVPs and attendance, traffic, page engagement, and more.

*Source: Retaildive EventTrack study