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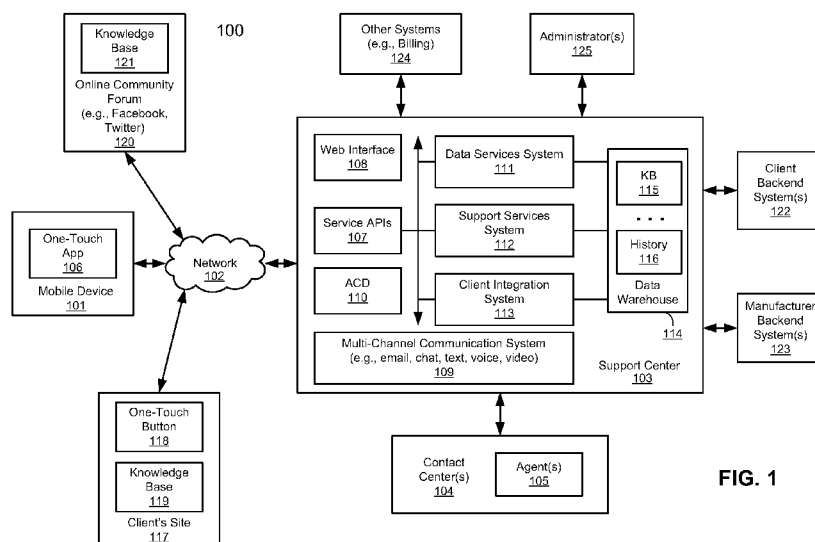


FIG. 1

(57) Abstract: According to one aspect, a first request is received at a services application programming interface (API) of a support center from a first user for a first product provided by a first client. A second request is received at the services API of the support center from a second user for a second product provided by a second client. A first knowledgebase (KB) associated with the first client and a second KB associated with the second client are identified. A third KB that contains information common to the first product and the second product is identified. The first KB and the third KB are enabled to be accessible by a first agent assigned to provide support services of the first product. The second KB and the third KB are enabled to be accessible by a second agent assigned to provide support services of the second product.