

# KNOWLEDGE BASE

## DATASHEET

Knowledge Base is a searchable online repository of information that enables customer service and support staff to resolve issues faster to keep customer satisfaction high.

### HIGHER QUALITY, LOWER COSTS

The very people who rely on your documentation know what frustrating gaps exist, where the confusing sections are and what is out of date. Empower them to fill the gaps, clarify and update your documentation. The results will astound you. Providing quality, up to date documentation is a significant and costly challenge for every company.

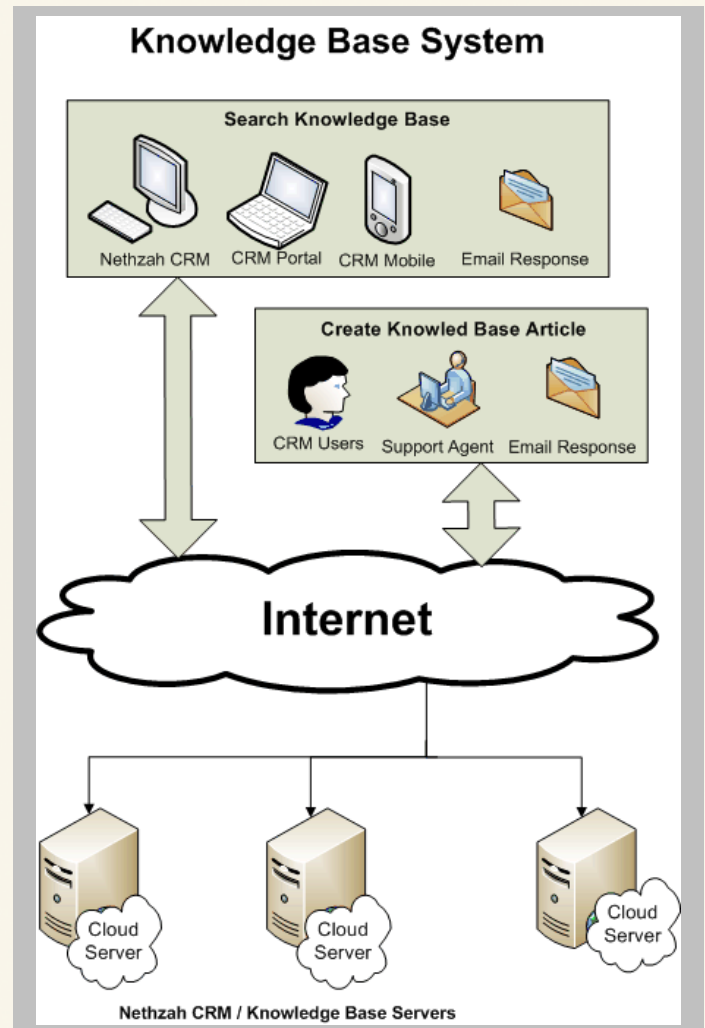
Using Nethzah Knowledge management, your sales staff can learn more about products and share competitive intelligence even from remote locations. Your customer support representatives can find solutions fast and share new insights with colleagues. Help customers select the right product or find a solution twenty-four hours a day.

### EASY WORKFLOW

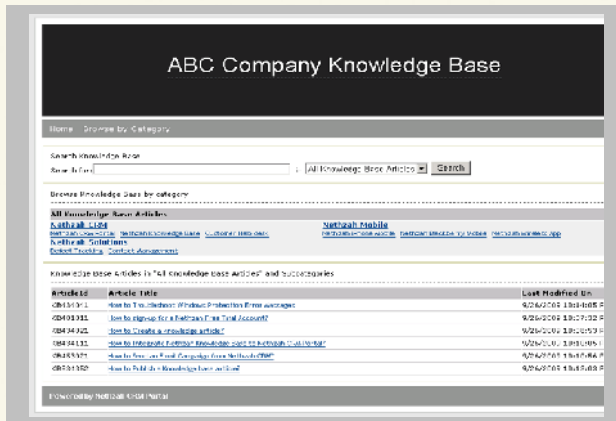
Create a workflow for your knowledge building process. The process can include steps for entering information, reviewing and publishing, plus, it can span across teams or anywhere in your organization.

### RANK & MEASURE RELEVANCE

Sort the search results based on the materials relevance score, usage count, last modified date or satisfaction score. Users can express their satisfaction with materials found.



Nethzah Knowledge Base offers your users 24/7 customer support, reducing your service requests while improving your support team's efficiency.



## What is knowledge management?

Knowledge management often encompasses identifying and mapping intellectual assets within the organization, generating new knowledge for competitive advantage within the organization, making vast amounts of corporate information accessible and sharing of best practices.

Knowledge management refers to the critical issues of organizational adaptation, survival and competence against radical discontinuous environmental change. Essentially it embodies organizational processes that seek synergistic combination of data and information processing capacity of information technologies, and the creative and innovative capacity of human beings.

## Why we need knowledge management?

Most of our work is information based.

Organizations compete on the basis of knowledge.

Products and services are increasingly complex, endowing them with a significant information component.

The need for life-long learning is an inescapable reality.

## KEY FEATURES

- Web-based knowledge management.
- Powerful index based search
- Search by keyword / article ID / Browse
- Create articles with basic HTML knowledge
- Organize / group articles by category
- Import existing knowledge base articles from a text / html / PDF files.
- Customizable workflow process
- Organize the content any way you wish
- Customers get 24x7 access to critical information.
- Reduced email or phone communications
- RSS Feed Support
- Support Google / any other website tracker
- Integration with Nethzah CRM Portal
- Attach any document or media file to the knowledge article
- Can be integrated with the other CRM modules.
- Manage FAQ's / Hot Topics
- Supports Knowledge Base Alerts
- Knowledge article expiration
- Pre-built Reports
- Multi-level group security
- Article Expiration
- Scale to millions of users