

## nGen Knowledgebase

*24x7 Accurate Information for Your Customers and Employees*



*“The numbers are impressive. Comparing the six-month period before the KB launch to the six-month period after the KB launch, Efficient Networks technical support experienced a 34% decrease in support calls.”*

*-- Siemens*

### THE BUSINESS PROBLEM

It's often difficult to find vital company information for both enterprises and small businesses alike. Imagine how your customer feels if they struggle to find the information they need. Today, more customers and businesses rely on the Web instead of customer service agents as a primary resource for providing information. Maintaining accurate information and managing this data can require a company to employ expensive resources such as IT professionals, Web designers, and developers. By deploying a robust and powerful knowledge management solution, your company will realize the benefits of increased agent productivity, improved overall customer satisfaction, and reduction of data management overhead.

### THE NGENERA CIM SOLUTION

A component of the nGenera Customer Interaction Management (CIM) Solution, nGen Knowledgebase provides around-the-clock access to a scalable Web-based application where organizations store and publish data, content, and help files for Internet and intranet environments. Flexible article access, robust review workflow, and simple authoring enhance the centralized knowledge repository. Powerful reporting indicates which articles users seek and what information is unavailable, driving continuous improvements. Praised by customers and industry analysts alike for its ease of use and reporting functionality, nGen Knowledgebase is completely integrated

across nGenera CIM's assisted and self-service channels, improving service quality and increasing first contact resolution success.

### NGEN KNOWLEDGEBASE BENEFITS

- **Low IT Overhead:** Easy-to-use Web interface for administrators and content managers extends and grows with your enterprise.
- **Self Service Portal:** Deflect inquiries away from call center agents to the Web.
- **Increase Agent Productivity:** Sophisticated technology simplifies search queries and allows the agent to find documents quicker and more accurately.
- **Consistent Relevant Information:** Assures retrieval of current information; centralized, easily accessible repository for subject matter experts.
- **Powerful Reporting:** Measure article retrieval satisfaction, searches, and ROI with standard and customized reports.
- **Conduct Lead Generation Programs:** Place, track, and report on advertisements and promotions.
- **Save Time:** nGen Knowledgebase accepts most file formats and documents so format conversion is not required.

*nGen Knowledgebase is a flexible, scalable Web self-service tool with an easy-to-use interface for customers and users. Minimal IT involvement assures an overall lower total cost of ownership.*

## KEY FEATURES

### Content Creation Tools

- Configurable workflow engine for article authoring
- Powerful WYSIWYG HTML editor
- Add attachments to articles
- Instant publishing capabilities and import flexibility
- Future availability and expiration features

### Find Information Easily

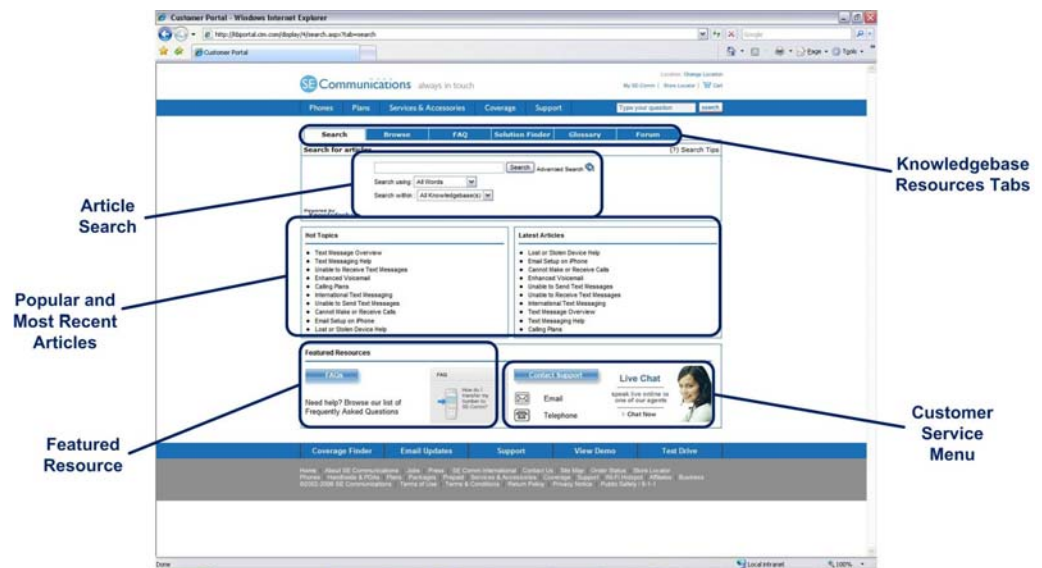
- Search by keyword, attribute, language
- Supports remote searches
- Intuitive category searches
- 'Smart Synopsis' provides access to most relevant articles
- 'Solution Finder' guides customers through questions
- Over 100 languages can be recognized by the search engine when scanning articles

### Complete Portal Framework

- Public portal for unrestricted access
- Registration portal to track access
- Secure portal for controlled permission access
- Personalized portal displays topical articles and alerts upon login
- Offline portal to support remote or disconnected users
- Article subscription system

### Powerful Reporting

- Customer inquiry submission
- Search results reporting
- Dynamic ROI results
- Article usage tracking



**nGen Knowledgebase Interface (Customer)**