

ActiveKnowledge

Touchpaper ActiveKnowledge is an intelligent business application that enables support staff, employees and customers to easily build and effectively deliver timely, valuable, structured and validated knowledge.

Using a process-based approach, knowledge can be quickly captured, approved and published ensuring that information on known issues is made available in the shortest possible time.

Improved service

Organizations are constantly striving to improve the quality and efficiency of the service they provide. Using the ActiveKnowledge solution, analysts and customer support staff – whether first line or elsewhere in the structure – have easy access to the appropriate advice and experience to help them do their job better. More issues are resolved more quickly and the quality of service provided is assured and consistent.

Real self-service

Touchpaper ActiveKnowledge enables users of the support service to truly serve themselves by searching, browsing or asking for a solution to their problem or question, all within their defined knowledge domain. The most effective answers, most recently asked questions and even unanswered questions are all clearly displayed side by side.

The use of ActiveKnowledge self-service components naturally extends beyond support specific self-service. It is also designed to be the single lookup point for intranet delivered business knowledge ensuring that customers and individuals have ready access to required information through an intuitive, easy to use interface. Automatic learned-effectiveness, manual scoring of effectiveness, knowledge domains, knowledge validation processes and date-based administration ensure that internal customers, external customers and individuals receive the information that is most relevant to their role and specific issue.



ActiveKnowledge situational role-based screen

Key Benefits

- Dynamic knowledge guidance for the service desk staff facilitates re-use of tried and tested methods of resolution
- Knowledge captured and built from normal activity ensures all relevant information is captured
- Combining Internal and External knowledge widens access to intellectual capital, saving time, effort and improving productivity
- Improved searches through categorizing and structuring of knowledge documents
- Relevant knowledge meaningfully presented to internal and external customers

Easy knowledge creation

Historically, one of the major barriers to the successful adoption of knowledge solutions has been the effort involved in creating new content as this activity is seen as diverting service staff from their primary function. ActiveKnowledge, designed to facilitate Knowledge Centred Support practices, provides automatic knowledge capture while analysts and customer support staff undertake their normal activities. This capture can then be automatically presented for verification before being made generally available to the user community. In addition, ActiveKnowledge provides the ability to leverage existing internal and external business knowledge content and information captured on a day to day basis ensuring the more it is used, the more valuable it becomes.

Aligned with your business

A key strength of Touchpaper's ITBM suite is its flexible process-driven operation, and this remains a key strength in ActiveKnowledge. Articles can follow an unlimited number of user definable processes – including the ITIL known error process – to ensure accurate creation and classification. Within an article the information that is presented and searched upon is fully configurable in terms of number of fields, keywords, causes, resolutions, symptoms or any other attributes that an organization needs to record.

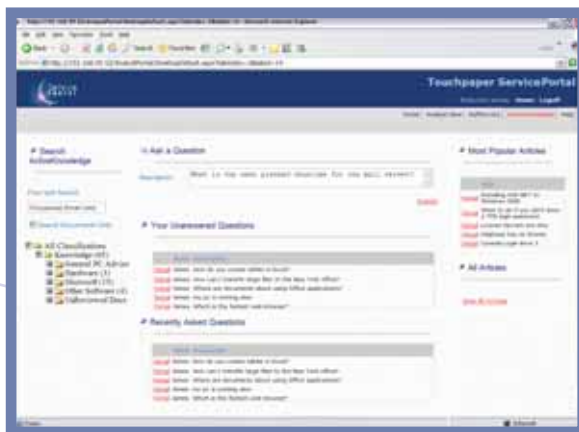
Effective learning

There are several ways that Touchpaper ActiveKnowledge improves the way knowledge is presented to users and, in turn, improves their efficiency. Whether assisting analysts and customer support staff to resolve problems encountered by their internal and external customers or enabling those customers to find their own solutions to issues they may encounter, ActiveKnowledge provides an ideal solution and format to deliver the information required. Other advantages include the retention of knowledge when a specialist member of staff leaves, or alternatively enabling a new support analyst to add value and provide service despite his or her initial lack of detailed knowledge. Also, because customers of the support department are able to carry out their own searches, reliance on the support service is reduced.

In addition, Touchpaper ActiveKnowledge is also able to determine how valuable a particular piece of knowledge is to an organization. Using manual and automatic learning systems, it is able to track and record the proven usefulness of a knowledge article and promote its use accordingly.

System requirements and version compatibility

For information on version compatibility and system requirements please see 'Touchpaper Supported Platforms' and 'Touchpaper Technical Architecture' documents at <http://www.touchpaper.com>



ActiveKnowledge Portal Screen

Key Features

Feature	Description
Dynamic searching	<ul style="list-style-type: none">Suggested advice as incident, call, problem and change information is populatedBased on single or combined formsFully configurable results display
Document indexing	<ul style="list-style-type: none">Take existing business documentation from multiple locations and scans into a single tree structureNo rewriting or redefining of existing documentation required
Designable knowledge structures	<ul style="list-style-type: none">Single article form with unlimited searchable fields
Automatic Knowledge creation	<ul style="list-style-type: none">Automatically capture knowledge from incidents, problems and changes
Knowledge processes	<ul style="list-style-type: none">Define steps required to build approved knowledge and ensure compliance
Easy administration	<ul style="list-style-type: none">Articles due for review are quickly identified and actioned
Learned effectiveness	<ul style="list-style-type: none">Record relative proven-value for articles through both business-usage and feedback

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