

KnowledgeBANK



Customers, users have many queries about your products / services. In case of any support issue the typical action would be "Call the Vendor". Everyone knows that handling support calls is an expensive operation.

Knowledgebank helps you in adding a Knowledgebase to your website. With almost negligible set up time, you can add a Knowledgebase which would almost merge with your website . It is a web enabled solution which can mix and match with your website to such an extent that visitors to your website will seamlessly access the Knowledgebank with minimal or almost no development efforts on your part.

This package is based on our Enterprise level knowledge management software LIBSUITE - KM. Knowledgebank can be hosted on the location of your choice or on our web server. Knowledgebank empowers everyone ie. customer, suppliers, employees and various relationship of an organization to share a common Knowledgebase before making a phone call for support or assistance.

How does it operate ?

When the visitor clicks on the knowledgebank / Knowledgebase hyperlink on your site he is diverted to this new site which has a Knowledgebank. He is shown various categories under which you have created the information and can navigate through these categories and view the information.

How do we create the content for the Knowledgebank ?

There is a administrator login provided for every site. When you log in as an administrator you can access various parameters, which are useful in creating the contents.

Upload Documents:

The documents like the user manuals, quick start guides etc. can be uploaded from a local machine very easily. First decide the category under which you would like to upload the information. Type in the title, keyword and other details. You may type the entire document as it is using the text editor provided. In case it is an external document which you would like to upload then you may attach it by a process similar to Yahoo or Hotmail. The document will be transferred on the server through an FTP protocol and can be made available online.

Uploading the FAQs:

You can type in the FAQs as questions and answers. Here you can type the questions as well as suggested answers.

Define See Also:

You can define the See Also document or a question for every entry. So when the visitor searches a particular entry he would also get the information about the other entries of relevance.

Define Glossary:

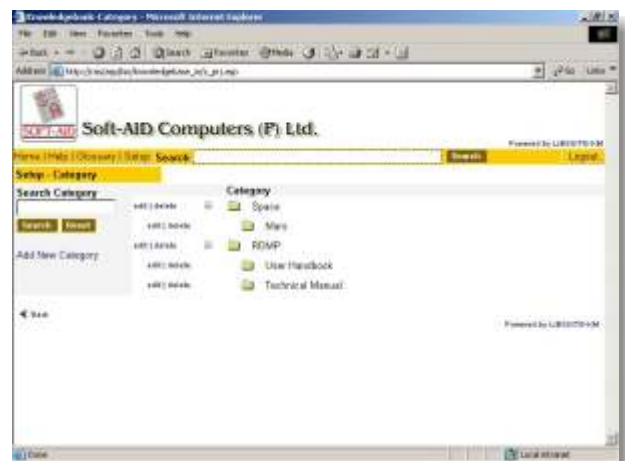
You can create a glossary of terms for the important terms. Whenever a search is made a hyperlink would be provided for the word, exploring further all the details about that term would be displayed.

Hierarchal Search:

Categories are shown in a hierarchal manner, which will explode into further categories. The documents like DOC, PDF, and XLS etc can be viewed directly besides the FAQs and Best Practices. The visitor can either open the documents by exploring the hierarchy and opening a specific document of interest or by searching an article and clicking on the same.

View Documents:

The documents or even drawings can be viewed directly in the browser. There is a facility to search the knowledge on a specific topic or word. In case the information, which you are looking for, is not available on the site then the visitor can post a question to an expert. When the expert shares his/her views the same are made available to everyone who logs-in.





Benefits:

Reduce the phone calls and emails for support:

Since most of the queries will be answered from the website itself, you can reduce the number of phone calls and emails to your office and hence your staff is able to concentrate more on the day-to-day activities.

Make your knowledge base rich in content as the usage increases:

Since the customers can add new questions for which they do not find answers, the Knowledgebank becomes rich and richer in features as time progresses. You also get a chance to declare see also features by which you can make more and more documents accessible to users.

Improve your own employees efficiency:

Your own employees can refer to the knowledge base and hence are in a better position to handle customer's queries with more confidence. Besides they can reduce the time they spent handling calls and utilize time more efficiently in more productive activities within the organization.

Reduce the customer support costs:

Average cost in handling customer phone calls is increasing day by day. Job attrition adds to difficulties since every new employee needs to be trained on the issues. Implementing knowledgebank helps you in two ways, first by reducing the customer interaction and second by retaining the knowledge within your organization.



Reduce the training costs:

Customer support executives need training and they can not give effective service without proper training. knowledgebank can also be used an effective training tool to your organization.

Consistent replies:

Knowledgebank helps you in creating a bank of questions and answers. If the response is given using the Knowledgebank then the customer response becomes uniform, which ultimately results in better customer satisfaction.

Minimum escalations of issues:

Since a rich Knowledgebank will normally be in a better position to satisfy the customers at the first interaction, it helps in reducing the escalation of problems to further levels.



An ISO 9001:2000 Company

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