

THE ACTIVE KNOWLEDGE BASE FOR PROFESSIONAL IT SERVICE

The IT service desk is the central contact point for users when there are technical disruptions and questions about anything having to do with IT. Whether the query is placed by phone call, ticket, e-mail, or through self-service, users want solutions to their IT problems as quickly as possible. In addition to high speed and high service quality, being cost-effective is the primary characteristic IT service must have.



ACTIVE KNOWLEDGE MANAGEMENT WITH KNOWLEDGE CENTER

The use of intelligent knowledge management systems within an IT service desk is becoming increasingly critical to success. Conventional knowledge bases generally restrict their focus to simply managing and searching for classic documents.

— Knowledge Center, on the other hand, controls ACTIVE knowledge objects that are provided to the IT service staff member according to their needs and the current situation. In this way, Knowledge Center provides expert knowledge for first- and second-level support in a manner that is efficient and complies with ITIL®.

Compliance with service-level agreements must be ensured every single day. This includes:

- a constant high level of service quality (service level)
- high availability of User Help Desk staff (performance objective)
- reaction and resolution times that are as low as possible (depending on priority)
- minimal downtime due to failure or maintenance and prior notice when downtime occurs (availability level)
- operation of various support channels (ticket system, telephone, e-mail, mobile, chat, self-service)

YOUR BENEFIT IN NUMBERS

50 %	greater productivity
40 %	improvement in first contact resolution rate
80 %	shorter training period
30 %	less time needed for follow-up work
70 %	fewer documents
100,000+	satisfied service team members

Intelligent support with our ACTIVE functions



ACTIVE search

- Automatically create topic overviews for all relevant information
- Find the right document quickly and precisely



ACTIVE documents and questionnaires

- Provide interactive, step-by-step guidance to the right solution
- Navigate the user to the right answer
- Graphically display decision trees



Interagent chat

- Support active knowledge sharing in the team through an integrated chat feature
- Automatically transfer solutions to the knowledge base

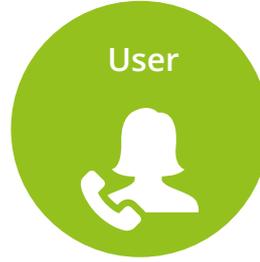


E-learning

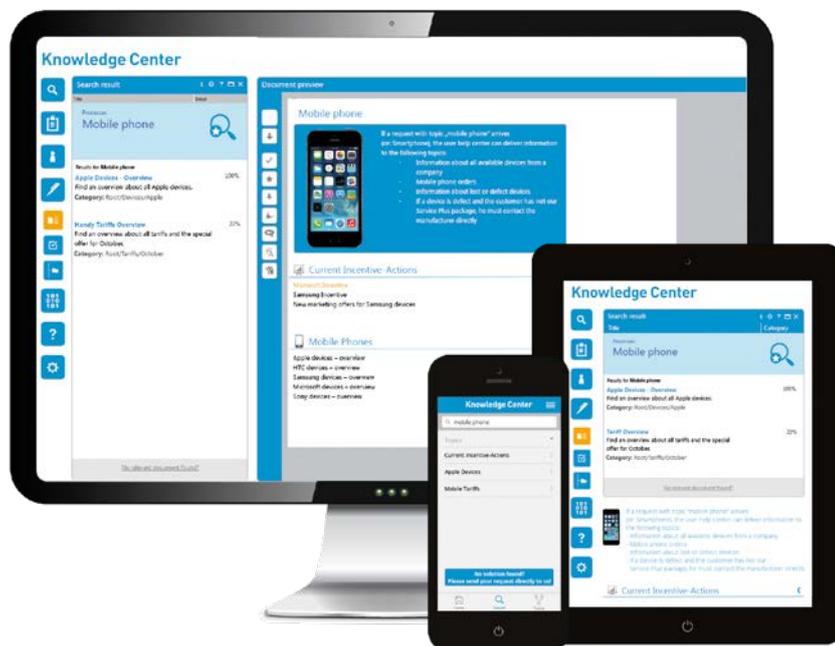
- Pinpoint information on new content to make sure your employees are up to speed
- Train and test employees to ensure your knowledge is being read and understood

The ACTIVE knowledge base for all target groups

— Every user group has its own particular requirements for a knowledge base. Knowledge Center delivers outstanding functionalities to meet each group's different needs.

 <p>Employee</p>	 <p>Editor</p>	 <p>Manager</p>	 <p>User</p>
<ul style="list-style-type: none"> • The right, context-specific, information is provided each and every time • Wizards actively guide the user • Employees remain well-informed thanks to innovative features • Intelligent references, including "frequently used solutions", are given • Users have the option to provide feedback to the editors 	<ul style="list-style-type: none"> • Documents can be quickly and easily created using templates • Each user has a personal task area with automatic notifications • There is less effort needed to maintain documents thanks to resubmission dates and feedback functionalities • Secure archiving and versioning of documents is possible 	<ul style="list-style-type: none"> • Pre-defined reports with ITSM-specific KPIs • Automatic assistant functions increase service quality and efficiency • Target-oriented control of the IT service desk • Very high level of adaptability to internal processes and procedures 	<ul style="list-style-type: none"> • Help in responding to questions and problems is quick and easy • Knowledge is available over multiple channels, including websites, social media and customer forums • Ticket entry within the Knowledge Base is easy should a suitable answer not be found • Web self-service is available

Multichannel function: Identical information in every channel



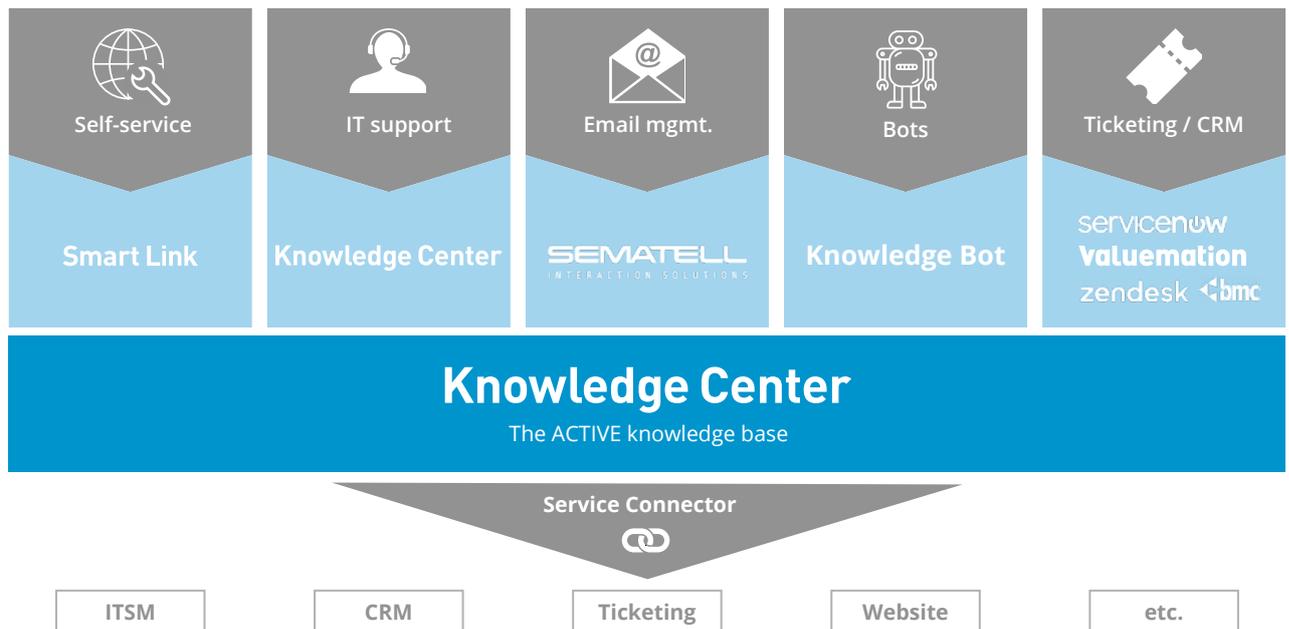
— Knowledge Center provides the same knowledge through all relevant support channels, such as ticketing systems, telephone, e-mail, chat, etc., always optimized for the characteristics of the channel in question.

Tickets, IT queries, and forwarded information are also collected efficiently and directly in the Knowledge Center, where they are documented and transferred automatically to downstream systems (such as ITSM, self-service, CRM, and e-mail systems).

Simple system integration with the Service Connector

— Knowledge Center offers a variety of interfaces that use state-of-the-art technology or web services. An integrated Service Connector with secure authentication and authorization streamlines the process of connecting to a wide variety of different applications. You can also adapt the interfaces to meet your company's needs, so you can, for example:

- Integrate Knowledge Center into portals, intranets or websites as a self-service solution
- Connect Knowledge Center to email systems (correspondence management)
- Integrate chat services into Knowledge Center
- Integrate automated service bots into Knowledge Center
- Provide solutions through social media
- Integrate Knowledge Center into existing CRM, shop or ticket systems
- Link Knowledge Center to external document management processes



Unymira – Benefit from know-how and experience

— For more than 20 years, we have delivered professional solutions that enable our customers to use knowledge efficiently in their service activities. Our excellent consulting services and practical approach have contributed to the success of countless customer projects across all industries and disciplines. Whether rolling out a completely new knowledge management system, replacing an old system along with migrating your data, or implementing a newer release version, our qualified team of consultants fully supports you throughout all phases of your project.

“Due to the central importance of knowledge in IT service, we opted for a professional tool from market leader, USU. Nowadays, our agents need a 360-degree data supply, not just an overview of incidents and service requests. This means context-related access to all sources of knowledge, i.e. solution documents, manuals or guidelines, for example.”

Bastian Dieckmann, CEO,
Vater BankIT GmbH



Contact us today. We'd be pleased to have the opportunity to discuss your needs with you!