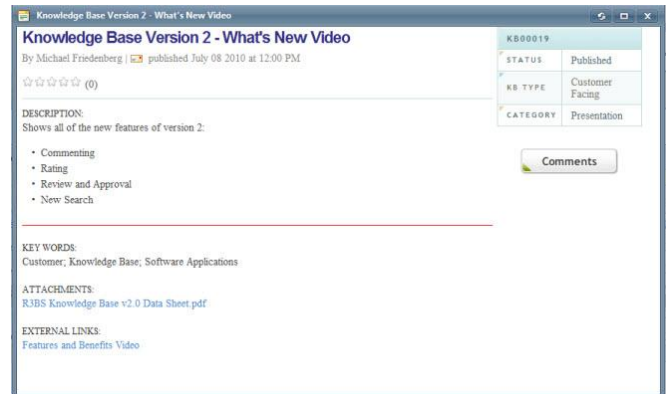


turning knowledge into power...

KnowledgeBase v2.1 is an easy to use application that allows you to create and manage knowledge base articles for your employees, customers or partners. Users can quickly and easily locate and retrieve information anywhere within their SharePoint environment. Administrators can create and maintain knowledge base articles that include a review process so only published articles are available to users. Individual articles can be rated and commented on. Users can email private comments or questions to the author. The application is mobile-enabled to allow users to search and view articles from a variety of mobile browsers. From their mobile phones, administrators can see both list and graphical reports of what users are searching for. KnowledgeBase can be used for many different purposes such as providing customer support, training new employees, or sharing partner documentation. Reduce the time it takes to deliver important information with KnowledgeBase.



Features

- Easily create and manage all knowledge base articles
- Attach one or more documents to an article
- Review of articles before publishing
- Archive published articles that are no longer valid
- Create categories for organizing articles
- Create key words to be associated with articles to ensure most relevant searches
- Submit ratings and comments on published articles
- Automatically calculate articles rating
- Email private comments or questions to article authors
- Capture key word searches for reporting
- Automatically provide search suggestions from previous searches
- Tabs, displays, forms, and end-user actions are customizable using point-and-click wizards
- Mobile-enabled, allowing searches and reports from a variety of mobile browsers
- Ability to distribute end-user search and review functionality to department dashboards, user consoles, or other locations in your environment

Specifications

- WSS or MOSS (Standard) or MOSS (Enterprise)
- CorasWorks Workplace Suite v10.4
- CorasWorks Data Integration Toolset v1.7
- CorasWorks Mobile Adaptor (required for mobile)
- SharePoint Designer 2007

Human Resources

One of the challenges Human Resource departments face is the inability of their employees to quickly and easily locate current HR information. R3BS KnowledgeBase application can be used to create and share a variety of information such as forms, policies and procedures, and job postings. Users are able to rate the information and add comments which help other users as well as HR administrators responsible for the content. Giving users easy access to this information without having to contact HR personnel, can save your employees time and save your company money.

- Ensure employees have access to current HR information
- Provide access to forms along with instructions on how to use them
- Reduce training time for new employees
- Give users the ability to interact with HR personnel both publicly and privately
- Spend less time responding to emails and phone calls

IT Help Desk

R3BS KnowledgeBase application allows your help desk support team to document solutions to common IT problems and best practices, which can be accessed in an online knowledge base. End-users can search the knowledge base to quickly find answers to support questions before contacting the help desk. Users can rate the knowledge base articles which provide feedback to the help desk support team about the accuracy and usefulness of the information.

- Provide self-service access to published information in a standardized format
- Supports documents, free form text, videos, and links to web pages
- See recently added and most popular information
- Quicker problem resolution
- Decreased support costs and call volume to the IT Help Desk

Sales and Marketing Collateral

Managing the knowledge of a sales and marketing organization is critical to enabling sales people to effectively perform their jobs and compete. R3BS KnowledgeBase application allows an organization to provide sales and marketing information that is both useful and accessible to their sales force. Sales and marketing can have easy access to a variety of content such as sales guides, training materials, marketing collateral, proposal templates, and videos. The information can be rated on its effectiveness and comments can be added to allow others to see how that information is being used.

- Provide immediate access to the sales and marketing tools
- Help with daily tasks such as planning account strategy, preparing for sales calls, or writing proposals
- Ensure that sales and marketing materials are standardized and always up-to-date
- Allow managers to see real-time feedback on how well the materials are producing
- Reduce information overload