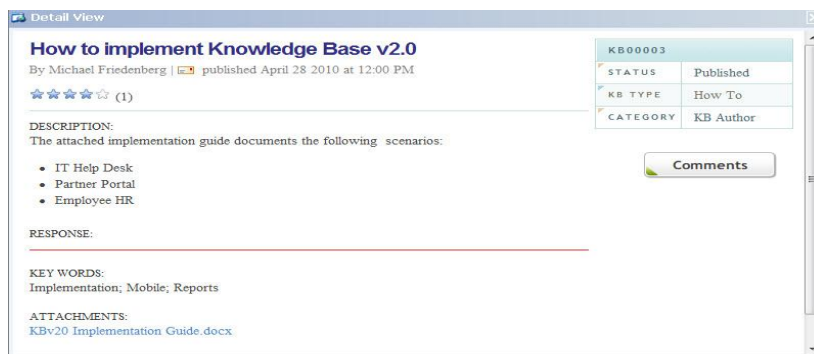


R3 Business Solutions

building modular, reusable solutions for SharePoint

Knowledge Base v2.0 Application Data Sheet



Knowledge Base v2.0 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 that only published articles are available to users. Individual articles can be rated and commented on. Users can submit 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. Knowledge Base 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 Knowledge Base.

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 not longer valid and create categories for organizing articles
- Create key words to be associated with articles to ensure most relevant searches
- Display list of recently added articles and search all articles using multiple search criteria
- Submit questions to article author
- Capture key word searches for reporting
- Automatically provide search suggestions from previous searches
- Email articles to multiple recipients
- Tabs, displays, forms, and end-user actions that are customizable using point-and-click-wizards
- Mobile-enabled that allows 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

- Requires CorasWorks Workplace Suite v10.3.1+
- Requires CorasWorks Data Integration Toolset v1.6+
- Requires CorasWorks Mobile Adapter to enable mobile features
- WSS or MOSS (Standard) or MOSS (Enterprise)
- SharePoint Designer 2007

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Also Available:

Budget Change Request:

Manage the process of submitting and approving budget change requests allowing funds to be reallocated from one source to another.

Document Set Approval: Manage documents as a set and run them through a review and approval process that can be easily customized.

Purchase Request: Manage the process of entering, reviewing, and approving purchase requests. Documents can be attached throughout the process from submission to archive.

Time-Off Request: Manage the process of submitting and approving time-off requests. Submissions can be organized by type (vacation, sick, personal). Approved requests can be published to a shared calendar.

Travel Request: Manage the process of submitting and approving travel requests. Managers can set expense limits and a shared calendar is available to see who is traveling.

Time Tracker: Record and track time for both employees and contractors. Monitor time associated with specific projects or use as a general time tracking solution for a team or project.

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