



**Customer Support &
Knowledge Management Solutions**



Novo Solutions for **KNOWLEDGE MANAGEMENT**

What Will It Do For You?

- **Better & Faster Customer Support:** provides quicker problem resolution and 24 x 7 Web customer self service
- **Reduced Operational Costs:** reduces call volume allowing existing support representatives to serve more customers
- **Reduced Employee Training Time:** ability for new and existing employees to acquire job knowledge faster, reducing training time and providing higher job quality
- **Centralized & Retained Employee Knowledge:** prevents knowledge from leaving when an employee leaves

Novo Knowledge Base Software



The Novo Knowledge Base Software can be used in a variety of different applications such as:

- Customer Support
- Company Intranet
- Employee Training
- Document Management

Novo Knowledge Base Software Features List



Web Based, Configurable, Industry Standards

Completely Web Based Knowledge Management Solution- only a Web Browser is needed to administer & use the Knowledge Base.

Easily Integrated on your Corporate Intranet or Web Site.

Industry Standard Architecture (MS SQL Server, ASP/ASP.Net).

In-House & Hosted (ASP) Editions available.

No Additional Hardware Required (can typically be installed on existing servers).

Utilizes Existing IT skills with minimal need for re-training.



Flexible Security & User Roles (Enterprise Edition)

Access Levels: Ability to define where Knowledge Base articles can be viewed (Public, Intranet, Department or Private).

User Roles Management Portal View - allows customizable user roles so you can define what your users can and cannot do.

Multi-Department/Group Knowledge Management - allows Knowledge Base articles to be managed at the department/group level. Each department can create and manage their own information.

Portal views- Ability to segment what your customers or end users can see.

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Features continued:

Active Directory/LDAP Integration (Enterprise Edition - Optional Module)

Maps Active Directory Groups to Knowledge Base Groups - providing single sign on and easier user administration.

End User Active Directory Authentication & Search: Single sign on for corporate users. Also allows searching Active Directory for End User Authentication.

Built in User Authentication - complete built in User Management if Active Directory is not used.

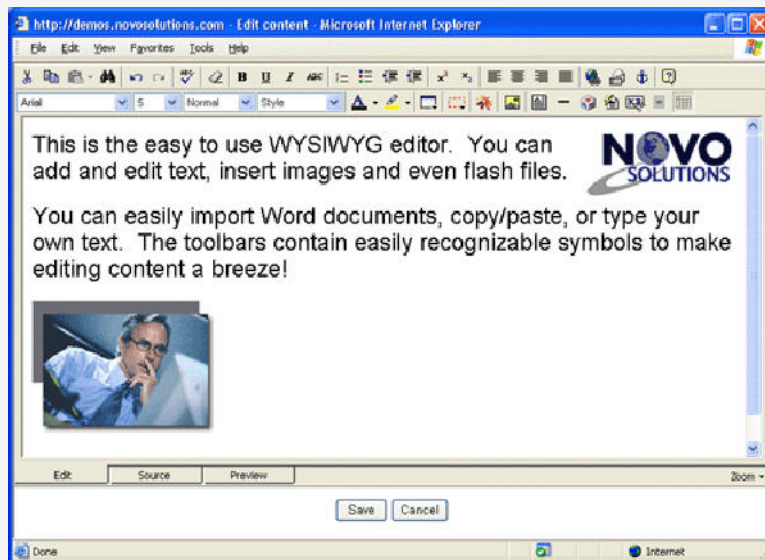
Content Editing Features:

Robust Formatting: MS Word like toolbar allows Knowledge Base article text to be easily formatted.

Image & Multimedia Flash File Capabilities: Uploading and inserting images and multimedia Flash files into the Knowledge Base is easily done through a built in image/flash file manager.

Spell Check: Built in spell checker within the Knowledge Base Editor.

Tables, Hyperlinks and More: Other Knowledge Base editing features include the ability to insert tables, hyperlinks and more.



File Attachments:

Multiple Formats: Ability to upload a file of any format as an attachment .

Searchable Attachments (Enterprise Edition): Attached MS Office and PDF documents are completely Full Text searchable.

External Indexing (Enterprise Edition): Place documents that need not be associated with articles on any network share. Configure that share to be indexed and searchable documents will be returned on Knowledge Base searches.

Features continued:



Content Quality Features (Enterprise Edition):

Document Routing and Approval: Ability to enable Knowledge Base editor changes/submissions to be automatically routed to an administrator before the article is publicly viewable.

Automatic Document Archiving and Version Control: If enabled, automatically archives an article each time a change is made.

Article Review/Expiration: Ability to set review/expire dates for individual Knowledge Base articles.



Work Flow System (Enterprise Edition - Optional Module)

Use & Benefit: In certain cases, Knowledge Base articles that have been added or changed require multiple people in various departments to approve the new or changed article. The Novo Work Flow System provides a flexible method for automating AND keeping track of these approval tasks. The benefit is improved quality and sharing of Knowledge Base articles.

Predefined & "On the Fly" Work flows: Ability to create flexible work flows from a list of predefined tasks you setup or "on the fly" as Knowledge Base articles are being created.

Completion/Approval Paths: Ability to define work flows with various completion/approval paths.

Rules Based Auto Assignment: Ability to automatically assign predefined work flows to Knowledge Base articles based on flexible business rules (i.e. when an article is added to a particular category).

Auto Email notifications: Email notifications are automatically sent to the appropriate person or group when tasks are completed or rejected.

Work Flow Task "Queue": Empowers managers to view pending task status, assignment, predecessor relationships and deadlines (with color coded due dates for past due, current, future).

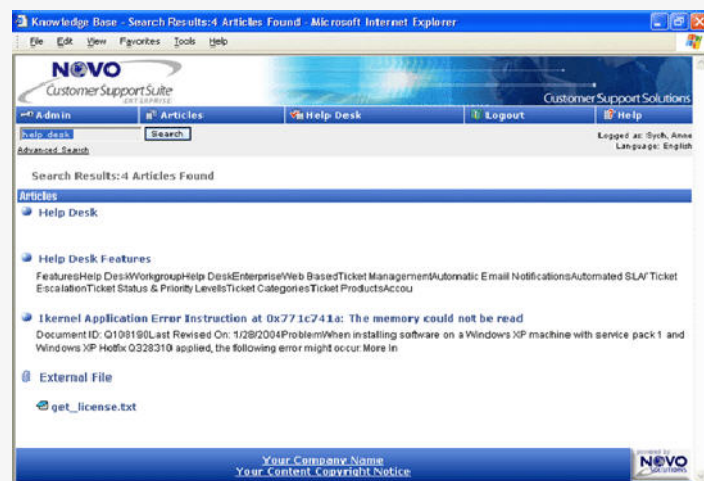


Knowledge Base Search Quality Features:

Full Text Search Capability: Searches ALL text (titles, summaries, keywords)

Basic and Advanced Knowledge Base Search: Ability to do a quick or advanced searching.

Search Relevancy: Displays search results with the most relevant articles listed first.



Features continued:



Advanced Search Features (Enterprise Edition):

Searchable Attachments: Ability to do Full Text searching of attached MS Office and PDF documents.

Natural Language Engine: Obtain better search results by eliminating unimportant words.

Thesaurus Engine: Allows for better search results by expanding related words.

Search Filters: Provides the ability to use broad or narrow search filter classifications.



KB Subscriptions (Enterprise Edition)

Use & Benefit: During the course of time, new Knowledge Base articles are added, others are changed. To keep administrators and end users informed of changes they need to be notified. The subscription system allows users to subscribe to articles and receive automated email notifications as articles are changed/added. The benefits are increased efficiency in managing and sharing knowledge.

Subscription Methods: Allows administrators and/or end users to subscribe to articles or article categories and receive notification of changes. Administrators can also subscribe other users to articles or article categories

Notification Timeframe: Ability to set notification time frame (i.e. immediate, weekly, monthly).



Additional Information Access Features:

Table of Contents: Unlimited Drill Down left navigation tree.

Categorization of Knowledge Base Articles (Enterprise Edition): Allows the ability to associate knowledge base articles to one or more search filter categories (for narrowing down search results).

User Defined Fields (Enterprise Edition): Allows categorization of Knowledge Base articles

Email Articles: 2 Click Email Article feature allows for Knowledge Base articles to be emailed as attachments or hyperlinks back to the Knowledge Base.

Printer Friendly Articles: Provides the ability to view/print printer friendly articles OR complete chapters.

Table of Contents
Welcome to Novo Solutions!
Knowledge Base Features
Customer Support Suite Features
Help Desk Features
Logging Into The Help Desk
IT Industry Happenings
Human Resources
Accounting
Help Desk
FAQ's

Features continued:



User Feedback Mechanisms:

Hit Tracking: Ability to track number of times each article is viewed.

Voting System (Enterprise Edition): Ability for web users to rate an article on its helpfulness.

Search Phrase Logging (Enterprise Edition): Ability to track search phrases being used and the number of articles found as a result of the search.



Question Management

Submit a Question: If enabled, visitor questions are automatically emailed to Administrators and stored in the knowledge base for easy review.



Reporting:

Basic/Advanced Reporting: List articles by a variety of different filtering options and report on popularity/votes.

Search Phrase Reporting: Review search phrases used and number of matching Knowledge Base articles.

Custom Report Writer (Enterprise Add-on Module)



Internationalization

Multiple Language Capability: Ability to create knowledge bases in different languages. Allows you to create links from your web site to the appropriate knowledge base language.

Translation Workflow: Editors can create articles in their default language and flag them to be translated in other languages. Emails are automatically sent notifying translators of an article to be translated.

Time Zones: Ability to set the time zone of the knowledge base server.

Related Products

Novo Help Desk/Service Desk Management System

Full Featured Help Desk/Service Desk Management System

Completely Integrated with the Novo Knowledge Base

- » Allow end users/employees, external customers or Help Desk administrators to submit support/service requests.
- » List support/service history by asset
- » View end user PC software/hardware inventory data while responding to their support request

