

## USU KnowledgeCenter 5: The Professional Solution Database for IT Service Desks

### BENEFITS

USU KnowledgeCenter differs from conventional knowledge-management solutions by doing the following:

- Providing service knowledge from a central information platform
- Reducing the daily flood of e-mails by up to 90% through its reporting function
- Providing significantly higher first-resolution rates and self-learning optimization through user feedback
- Achieving proven reductions in call handling times by 20-30%
- Achieving dramatically shortened set-up and training times for CSRs
- Allowing free selection of expert knowledge and solution of complex problems even at first-level support
- Requiring about 90% less manual fine-tuning of decision trees
- Yielding sustained drops in service costs.

The IT service desk is the central point of contact for IT service customers/users for numerous issues, such as severe faults/malfunctions, software/hardware problems or other IT-related questions. Customer satisfaction depends on how quickly and conclusively faults/malfunctions can be corrected and inquiries handled. Quick access to relevant solution documents and information is thus decisive for efficient provision of quality-checked, vetted responses. With USU KnowledgeCenter, you'll deploy a professional knowledge base in your service department. By integrating existing IT service processes, you'll create a central information platform or hub.

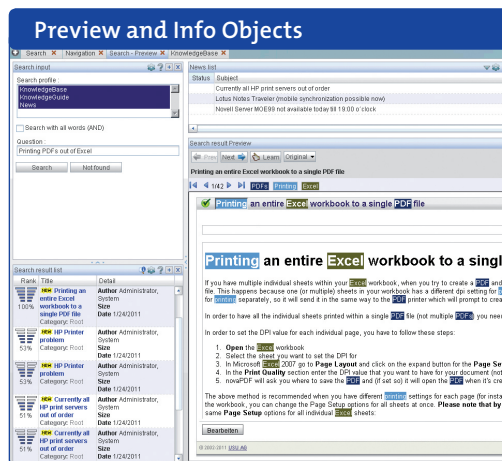
### Process-Oriented Provision of Knowledge

The ITIL® set of best practices has become established in IT. An IT knowledge management solution must thus be able to efficiently support ITIL®-based standard processes in incident/problem management and integrate them into typical service-desk applications. USU KnowledgeCenter is certified as ITIL®-compliant and is available with standard interfaces to commonly used ticket systems such as HP Service Manager and BMC Remedy, among others.

Compared to the often very basic knowledge management systems included as standard tools by such manufacturers, USU KnowledgeCenter offers some major advantages:

- **Speed:** The search for a solution starts directly in the ticket input form; the system automatically applies data entered during ticket creation. Solutions are found more quickly through parallel searches in all relevant internal and external databases. If a proposed solution is selected and confirmed, it is automatically added to the ticket and saved with it. It only takes 2 mouse clicks to identify the solution and close out the ticket.

- **Quality Advantage:** Solution documents can be created and maintained more easily and also be kept up-to-date through user feedback and automated resubmission. Successfully used solution paths or workarounds are also evaluated and offered as the first answer ("hit") during subsequent searches.
- **Relevance and Efficiency:** Information provision and access occur through a central, integrated platform, thus filtering the potential flood of information for CSRs down to relevant, current information.



- **Independence:**

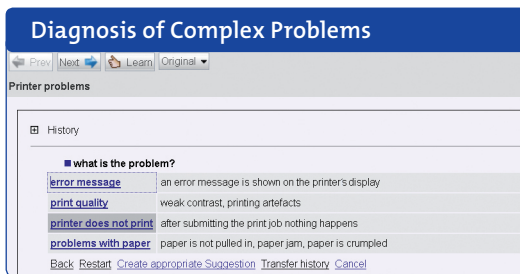
Expert knowledge is readily available to non-experts and other inexperienced users, even for complex problems. This means that far less effort is required to train new CSRs and get them “up and running”.

- **Security:**

USU KnowledgeCenter ensures that users only get information that they are authorized to access. Users only need to log on once to the ticket system by means of “Single Sign On” (SSO). Their data are automatically transferred to USU KnowledgeCenter for authentication.

## Guided Problem Diagnosis

More complex IT problems often cannot be analyzed based on a single question. In such cases, the integrated USU KnowledgeGuide module depicts dynamic decision trees that allow users to quickly move from symptom descriptions to problem diagnosis and finally to descriptions of solutions. Unlike the static systems commonly in use, which require a lot of manual editing, USU KnowledgeGuide automatically determines the correct sequence of diagnostic prompts and questions. The system “learns” by itself which diagnostic questions produced a solution more quickly and presents them earlier on during the next similar search. And it does all this without any intervention by an administrator. It’s this rare need for manual intervention that makes the use of decision-trees economically attractive even in self-service applications. You can find more information on this feature in our flyer “USU KnowledgeGuide.



## Continuous Improvement

USU KnowledgeCenter covers the complete life-cycle of a document. The following functions are instrumental in continuously improving the quality of purposed solutions:

- Self-learning searches result in previously successful solutions being placed at the top of the “hit list” so they can be quickly reused.
- Dynamic, self-optimizing decision trees also optimize and dramatically shorten solution paths.
- Automated workflows in document management provide those in charge of the document maintenance process with reports as soon as tasks, feedback, user feedback or information on frequently occurring quality problems become available. If processes cannot be handled with standard, default methods, USU KnowledgeCenter offers a choice of escalation procedures.

## Transparency Through Reports

USU KnowledgeCenter provides standard reports and supports customized report generators. The system keeps full, precise statistics on document use and user activities. For example, these records include the search terms used, the content found, how often a certain search was made and how many documents were retrieved and added to the “hit list”, etc. Having this kind of information allows reliable statements about the quality of the information resource pool and helps in adding missing information, thus continuously improving the system.

## Easy Integration into Existing Applications

USU KnowledgeCenter offers numerous interfaces based on modern SOAP technology, ones that you yourself can adapt as needed, even without our support, for the following reasons:

- Integration as a self-service solution in your portal or Internet/Intranet
- Integration into an existing ticket system
- Integration with external document management processes.

With its intuitive, user-friendly interface, USU KnowledgeCenter is ideal for use in self-service.

## KEY FACTS

**The following features make USU KnowledgeCenter 5 truly a professional solution:**

- *The reporting function prioritizes important information ahead of general information.*
- *The workflow-supported document creating and updating process ensures high document quality.*
- *Self-optimizing decision trees shorten the paths to correct solutions.*
- *The self-learning search process ensures quick access to internal and external databases.*
- *The intuitive interface lets end users conduct independent, self-service searches for information.*
- *SOAP interfaces greatly ease independent integration into Intranets/Internets and service portals.*

You can find more information on USU KnowledgeCenter and our solution for knowledge-based service management in our flyer “USU KnowledgeCenter 5: The Central Information Platform for Call/Service Centers”.