

USU KnowledgeGuide

To make expert knowledge for complex topics available, it's often necessary to go through great effort and expense, such as by holding time-consuming meetings or acquiring expensive documentation. With USU Knowledge-Guide, you can structure and store expert knowledge in a readily accessible manner, allowing it to be easily reused as needed. KnowledgeGuide is a browser-based application that presents user dialogs in the form of dynamic decision trees. Users are guided through complex topics, can find quality-checked solutions faster and are thus able to make better decisions.

+ The Challenges of Knowledge Transfer

Can you help your customers answer specific questions without having to directly consult experts? How much of a workload does providing answers place on your experts? Can you document complex matters with minimal effort and expense? In transferring expert knowledge to users, what really matters is making the knowledge consis-

tently available as efficiently as possible regardless of the personnel providing the service.

+ Structuring Expert Knowledge

With USU KnowledgeGuide, it all starts when an editor submits questions, possible answers and proposed solutions, such as in compiling the questions to be asked in the case of an auto accident even before organizing roadside assistance or arranging for overnight accommodations. When entering this information, you can use an intelligent wiki-like editor, which allows you to format text, add pictures and use dynamic format templates. And the best thing about it: USU KnowledgeGuide automatically determines and optimizes the sequence of questions and, with this, the flow of the ensuing dialog.

+ Intuitive, User-Friendly Dialogs

The system asks and the user answers – and finally USU KnowledgeGuide presents a selection of

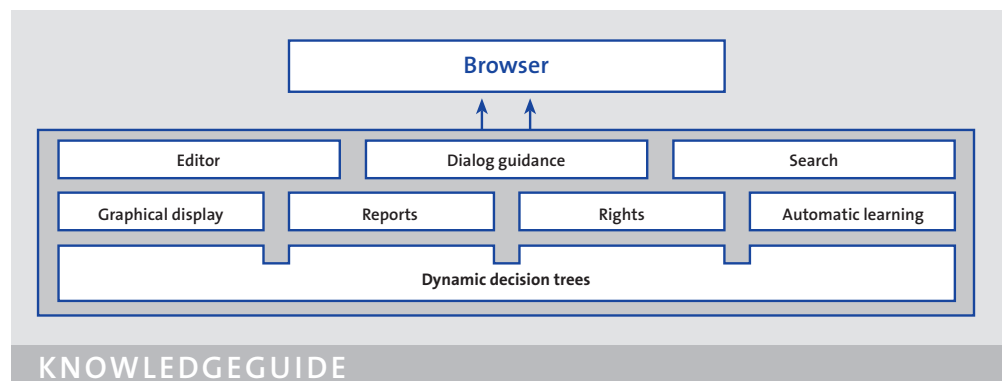
++ KEY FACTS

With its dialog-driven system, USU KnowledgeGuide steers users from the problem to a quality-checked solution as quickly as possible.

Here's how USU Knowledge-Guide can benefit you:

- + *By structuring expert knowledge in a readily accessible manner*
- + *By guiding users intuitively from questions to answers*
- + *By automatically taking the shortest path to a solution*
- + *By automatically documenting successful solutions and how to get them.*

USU KnowledgeGuide is a core module of USU Knowledge-Center, a product suite designed to facilitate quick access to information in knowledge-intensive business processes.



++ BENEFITS

With USU KnowledgeGuide, you'll increase your service quality while, at the same time, decreasing your service costs. USU is the only manufacturer to offer self-learning functions. The system learns automatically and continuously through interaction with users and self-optimizes without requiring the intervention of an administrator.

Here's how all this can benefit you:

- + *By enabling faster diagnosis and correction of faults and malfunctions*
- + *By returning consistently high quality answers, regardless of the personnel providing them*
- + *By facilitating transfer of expert knowledge to other staff members*
- + *By drastically reducing the need to update documents and manually intervene in the system.*

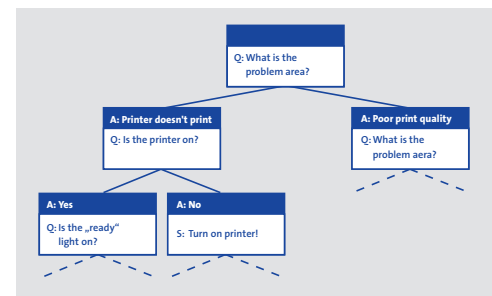
suitable solutions. During this process, you can easily move from one dialog level to another. The dialog is automatically logged and stored to permit tracking and review. You can have defined variables set automatically during the search process and ultimately transferred to a processing system for further handling. The graphical interface lets you quickly and easily examine the decision tree.

+ Self-Learning Shortens Processing Times

USU KnowledgeGuide learns from its interaction with users. This feature ensures that you'll get to an appropriate answer in the shortest number of dialog steps and that those questions that most often produce successful results are continuously moved further up in the process and thus asked earlier on in the problem-solving workflow. This means that you'll experience a dramatic drop in manual tweaking compared to other products.

+ Easy, Convenient Searches

If there are several decision trees available, then it's a good idea to add a search function to your



system. In this case, you can add on the optional USU KnowledgeMiner to also enjoy the benefits of a powerful search engine. This expanded configuration will allow users to access the decision trees in USU KnowledgeGuide and solution documents from other sources.

+ Reports for Monitoring Use and Results

What path is most often followed to a solution, what function is carried out how often, and what solution is usually or always unsuccessful? These are important questions, and USU KnowledgeGuide can give you detailed answers to them, allowing you to clearly keep track of dialog usage and success rates.

+ Technical Overview

Interfaces/Integration:

- LDAP/Active Directory, Single-Sign-On
- Integration in portals, processing systems and CRM systems
- Import/export of documents with an XML interface
- Client-side program interface (API)

Client:

- Internet Explorer as of V6, Mozilla Firefox as of V2

KnowledgeGuide Server:

- Hardware as of Intel Core 2 Duo 3 GHz, 2 GB RAM, fast hard drive system – or equivalent
- Operating systems: Windows, Solaris, Linux, others available upon request

Web Server, Application Server:

- Apache as of 1.3.x, Tomcat as of 5.5, IBM Websphere as of V6, others available upon request

Databases:

- IBM DB2, Oracle, MS-SQL, others available upon request