

Knowledge Base



Every time a company interacts with a customer, there's an exchange of knowledge. Organizing, leveraging, and re-using that knowledge successfully is the difference between keeping and losing customers. That's why Neocase Software, a world leader in customer service software solutions, developed a Web-based knowledge management solution that automatically searches and populates relevant information to both agents and customers depending on the context of the customer's case.

With multi-media capabilities, the Neocase Knowledge Base is an intuitive search engine that categorizes and stores information for agents and customers to resolve cases quickly. The Neocase Knowledge Base solution is an integral part of the Neocase Customer Service solution that allows controlled sharing of company expertise directly with agents, customers, and partners.

Searchable knowledge management tool

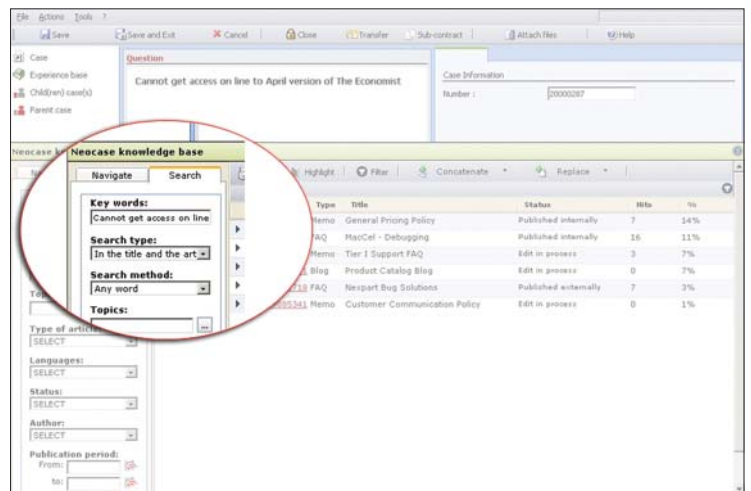
- Intuitive, intelligent search engine that automatically searches and suggests relevant company information to the agent, customer, and partner.
- Easy-to-use solution with advanced search capability.

Complete case management integration

- Allows companies to build information repositories that include rich media.
- Manual and automated user relevancy ratings assist in better case resolution for customers, partners and vendors.
- Complete case management resolution and integration with Neocase SelfService.

Management of dashboards, publications, and article templates

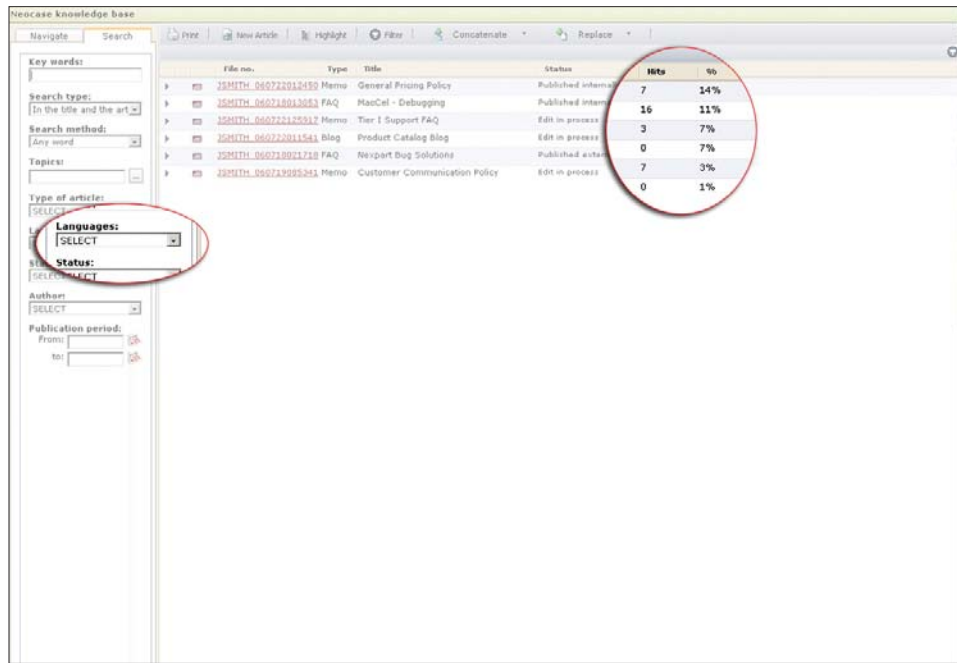
- Point-and-click multi-media publishing and version control.
- User defined templates that enable consistent delivery of knowledge.



The Neocase Knowledge Base dynamically populates relevant information into the case management form for agents depending on the context of the customer's case.

“Amazon.com-like” design and user experience

- Powerful search engine.
- Relevancy scoring system.
- Multi-media format and delivery capabilities include publishing formats (articles, video, and audio).



When the Neocase Knowledge Base returns the results of an agent's query they are typically ordered by relevance score with the search engine placing first the document it believes to be most relevant.

About Neocase Software

A world leader in customer service software solutions, Neocase maximizes the productivity and quality of your customer service operations through collaboration, knowledge management, self-service, partner center and advanced workflow management with strict adherence to service level agreements (SLAs). Designed for quick implementation, easy use, and optimized for Microsoft Dynamics CRM 3.0™, Neocase can be deployed either on-demand or on-premise, allowing you to focus on business and fulfill your customers' needs.