

Each 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 leading provider of customer service solutions for shared service centers and customer support operations, developed a Web-based knowledge management solution that automatically searches and populates relevant information to both agents, customers and employees depending on the context of the request.

With multi-media capabilities, the Neocase Knowledge Base uses an intuitive search engine to categorize and store information for quick case resolution. The Neocase Knowledge Base solution is an integral part of the entire Neocase solution suite that allows for controlled sharing of company expertise among agents, customers, and employees.

### Searchable knowledge management tool

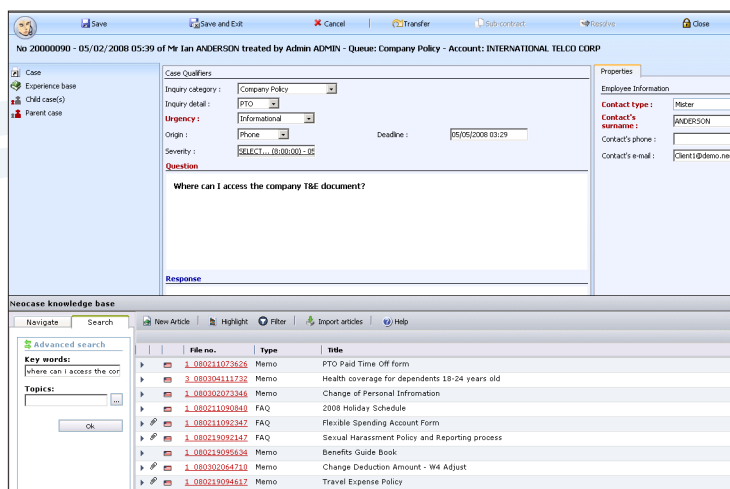
- Intuitive, intelligent search engine that automatically searches and suggests relevant company information to the agent, customer, or employee.
- Easy-to-use solution with advanced search capability.

### 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 Self Service.

### Management of dashboards, publications, and article templates

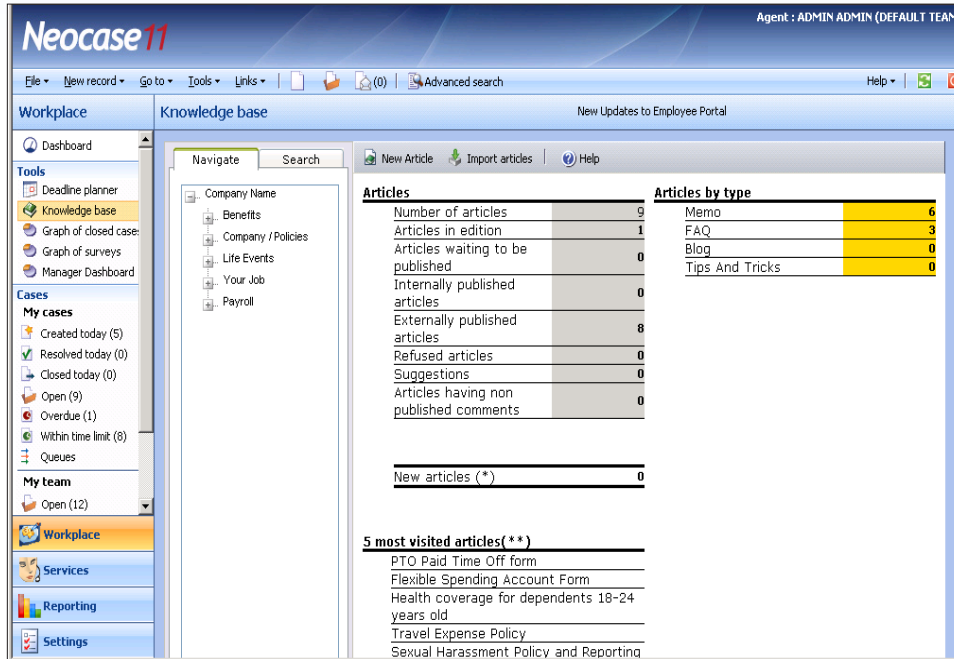
- Point-and-click multi-media publishing and version control.



*Integrated Knowledge Base*

“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).



Knowledge Base with relevance scoring