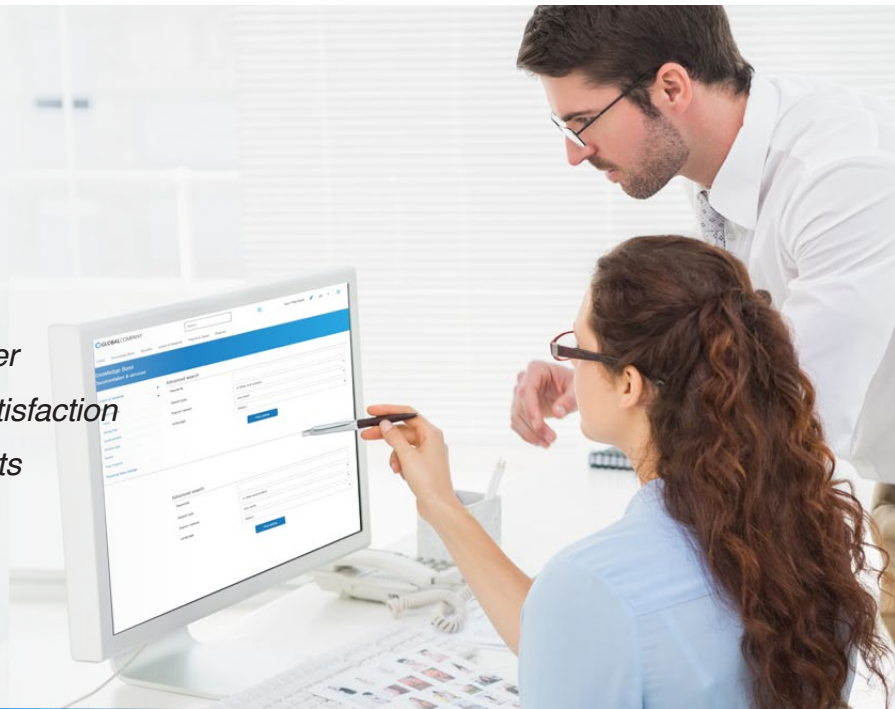


Benefits of Knowledge Base

- 80% reduction in calls to the service center
- Enhanced employee engagement and satisfaction
- Increased productivity by call center agents
- Reduced training time for new agents



Knowledge Base plays a major role in HR Service Delivery

“Integrating knowledge management into customer self-service yields tangible and intangible benefits. Customer service leaders and IT leaders supporting customer services should position knowledge management as a priority in their customer self-service strategy.” – Gartner, “Knowledge Management Is Key to Your Customer Self-Service Strategy,” October, 2015.

“Knowledge is power, but has little value unless it can be easily accessed and put into practice.” – Melany Gallant

Neocase HR Power structures knowledge, makes it easy to find, and easy to act upon through a configurable Topic structure, multiple search methods and links between the content, forms and processes.

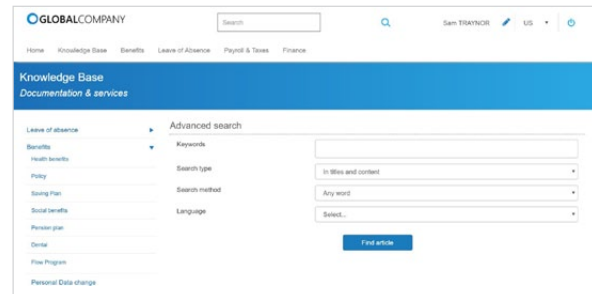
HR Power Case Management accomplishes these benefits through the following features:

Employee-centric

- Articles are mapped to data from the employee record, to personalize search results and improve the employee experience.
- Articles can be further personalized by making certain paragraphs or sections visible to certain employees, based on their data or user roles.
- Personalized results increase employee satisfaction, and reduce the need to call the service center.

Searches made simple

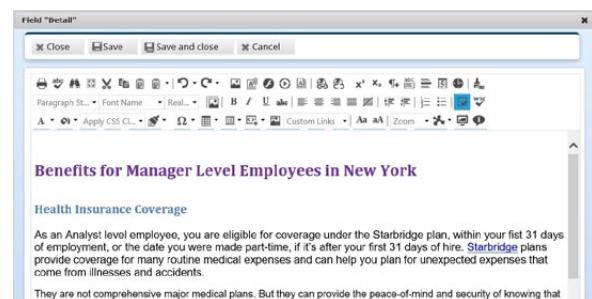
- A search engine using intelligent algorithms powers keyword searches to deliver ranked and relevant results to the user.
- The search engine can be supplemented by configurable metadata that allows employees to find articles based on commonly-used terminology.
- A total of five optional search methods make the Knowledge Base more user-friendly to employees, thus increasing the Knowledge Base usage, and Tier 'O' Resolution.



Neocase Knowledge Base Topic Search

Merged with Neocase HR Service Tools

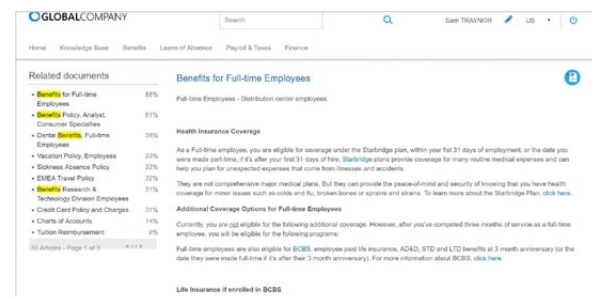
- Employees can click on links in Knowledge Base articles to go directly from the Article to the related smart form or transaction, to reduce steps and simplify the user experience.
- For agents managing cases, the recommendation engine automatically searches the Knowledge Base according to case contents, eliminate manual searches, save time and increase productivity.
- Links to Knowledge Base articles can be inserted directly into Chat conversations, to improve the agent and employee experience.



Neocase Knowledge Base Article Edit

Content management made easy

- New articles are easily created through article build and edit tools that enable formatting, and uploading of images, videos and files.
- Existing articles can be added to the Knowledge Base through a wizard-like import tool.
- All content management tools are designed for the non-technical HR content manager.



Neocase Knowledge Base Portal

Analytics for continuous improvement

- Pre-configured Knowledge base reports provide administrators with insights to improve Knowledge Base utilization and value.
- Find and fill content “gaps” in the Knowledge Base to assure that employees will always find an answer to their question.
- Understand what terms employees search on, so you can make the article search results more “employee-friendly.”