

## Benefits of Knowledge Base

- 80% reduction in calls to the Service Centre
- Enhanced employee engagement and satisfaction
- Increased productivity by call centre 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 Knowledge Base 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 Knowledge Base accomplishes these benefits through the following features:

- Employee-centric
- Search made simple
- Merged with Neocase HR Service Tools
- Content management made easy
- Analytics for continuous improvement

### 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



Knowledge Base Recommendation Engine - Tier 0 resolution

## Search 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, and Tier '0' Resolution

## Merged with Neocase HR Service Tools

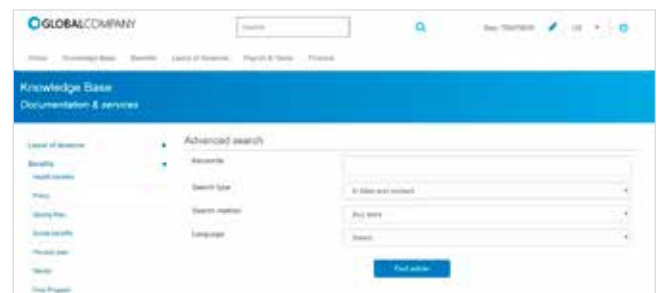
- Employees can click on links in Knowledge Base articles to go directly from the Article to the related smart form or transaction, to reduce steps and simplify the user experience
- For agents managing cases, the recommendation engine automatically searches the Knowledge Base according to case contents, 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

## Content management made easy

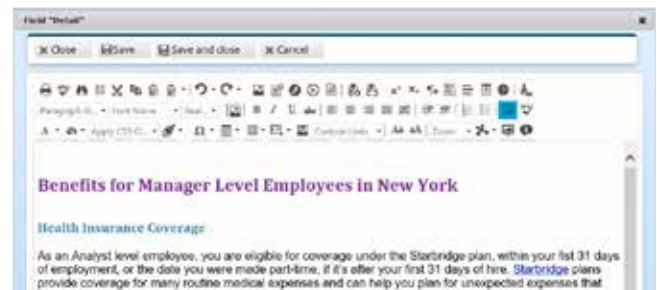
- New articles are easily created through article build and edit tools that enable formatting, and uploading of images, videos and files
- Existing articles can be added to the Knowledge Base through a wizard-like import tool
- All content management tools are designed for the non-technical HR content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

## 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”



Neocase Knowledge Topic Search



Neocase Knowledge Base Article Edit



Neocase Knowledge Base Portal