

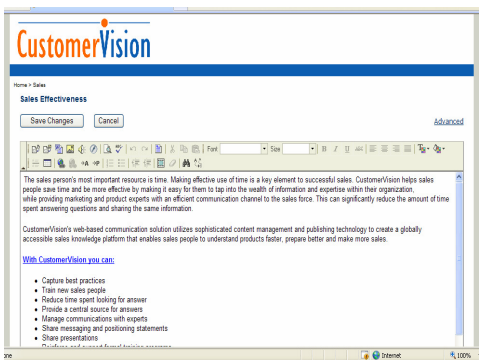
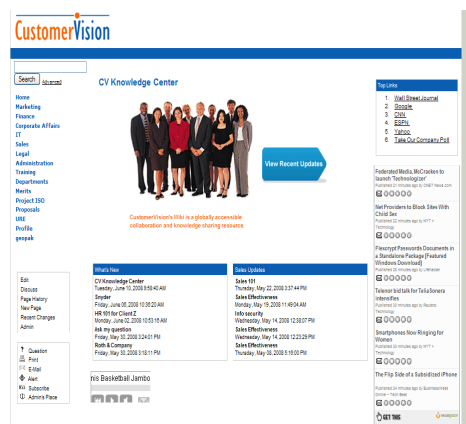
Knowledge Management

CustomerVision KM

CustomerVision makes sharing knowledge as easy as sending an email. CustomerVision's Knowledge Management solution allows organizations to share the expertise that drives performance and enhances communication and formal training for its knowledge workers.

Knowledge Sharing

- Users can quickly search, find and act on the information they need
- Our search and category structures guide users to relevant information
- Collaboration & questions can form the basis for new content
- Integrate your design/logo/content within minutes
- Email information to your site



Wiki Publishing

- Format content with no HTML skills using the graphical editor
- Quickly add new content, remove pages, upload images, add video, 3rd party widgets
- Supports multiple users with different access levels and permissions

Knowledge Experts (SMEs)

- Harness Knowledge Experts
- Create Communities of Expertise
- Reduce email with skills based routing and expert workflow
- Access real time tracking and reporting



CustomerVision

Knowledge Management

Knowledge workers access to just-in-time information underpins the CustomerVision Knowledge Management approach, and each article can deliver the information, knowledge or skill needed to complete a task or procedure. This creates a more flexible delivery mechanism that is driven by the needs of the user, not by the limitations of the delivery system. CustomerVision also provides management information about the use of these resources, to ensure objectives are met.

10:00 AM
Lisa, Contact Center Rep,
submits new instructions for
wire transfer procedure to be
reviewed by the VP of
Customer Service

2:00 PM
Bill, VP of Market Development,
posts cross sell success story
with link to partner website
and related forms

8:00 PM
Mary, Marketing Manager
posts program details and
procedures related to new
loan promotion which starts
the following day

CustomerVision assists with:

- Knowledge Management
- Enterprise Social Networking
- Web-based Information needs
- Content Management
- Search
- On-Demand Learning
- Supplementing Computer Based Training and formal learning
- Sales Effectiveness
- General communication and collaboration

Knowledge Management compliments training

With certain types of information traditional training can lead to information overload and low levels of retention. Information related to detailed procedures and product knowledge should often be referenced, not learned. For this information CustomerVision is a powerful complement to traditional training.

FOR MORE INFORMATION:

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