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KnowledgeIQ Product Overview

Knowledge management made simple

Create, organise, control and share company knowledge in one simple platform.
Online and secure, easily accessed across devices.

knowledgeIQ

Easy To Use Knowledge Portal

The KnowledgeIQ software provides an intuitive web portal for end users and content administrators alike to create and consume knowledge and content stored within the platform.

Single Source of Truth

KnowledgeIQ provides a fine-grained security model to ensure the right people have access to the right content. Knowledge articles can be grouped into business focused 'sites'. Access to knowledge articles are based on a user's team and business unit. Knowledge articles are created once then shared to anyone who requires access to eliminate duplication and create a centralised point of truth.

Discovery

Users have multiple ways to access information. Intuitive taxonomies provide a quick and structured method for 'browsing' through a hierarchy of knowledge articles and search matching on content, properties, keywords and metadata.

KnowledgeIQ

Designed to be a flexible and scalable central repository for knowledge based articles and critical corporate information services.

Content Creation

KnowledgeIQ content consists of three core types:

- KnowledgeIQ documents that are created using the in-built WYSIWYG editor
- External document files or web links that connect content from any external web based system
- SharePoint integration provides the capability to link and surface documents as KnowledgeIQ content

Curation

The KnowledgeIQ system is designed with structured governance and compliance capabilities out-of-the-box and offers full content lifecycle management. The content lifecycle workflow incorporates the creation, approval and publication of content to ensure the highest quality of knowledge articles are available to users.

The multi-faceted classification system provides a high degree of flexibility on how content can be tagged and identified. This includes a taxonomy menu, document properties, metadata tags, keywords, sections and types.

Management

KnowledgeIQ provides an extensive set of management capabilities for system administrators, content creators and publishers. In-built workflows for content approval and publishing and reviews ensure the accuracy of disseminated information.

Scheduled expiry of content allows content to be archived once it is no longer relevant. Reporting and auditing functions provide administrators with full visibility on the health of the system including usage patterns and a change audit log.
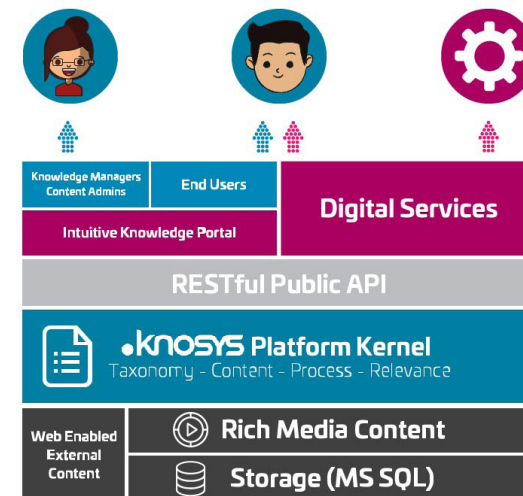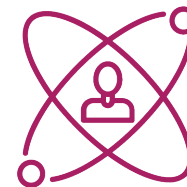
KnowledgeIQ Core Features

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Smart Search

Spend less time looking for the information you need, with the most important results returned to you with a relevancy score. Discover content stored in KnowledgeIQ and external sources, such as legacy software and online resources.

Living Content

KnowledgeIQ brings content to life by making it actionable and collaborative. Manage content lifecycles, easily update policies, alert relevant users and allow feedback.

Intelligent Processes

Organisational knowledge powers process guidance and flows to lead you through approved business processes. Make updates to business processes with ease, without the need of lengthy retraining of employees, to ensure compliance.
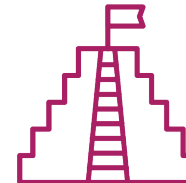
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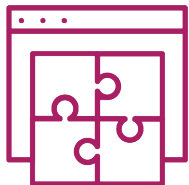
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Easy To Use

The left-to-right layout mimics what's natural for your brain with a simple and personalised home screen. Navigate to content or action approvals from any device.

Organisation-Wide

Bring together siloed information across departments and locations, with secure and role-based access. Use KnowledgeIQ horizontally across the organisation, no matter your industry or sector.

Out Of The Box

Easily deployed and implemented from the cloud or on-premises, able to be configured in-house. Teams are up and running with KnowledgeIQ themselves without having to rely heavily on their IT department.
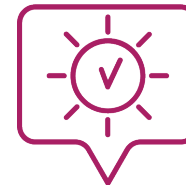
Single Source Of Truth

Employees and managers can have confidence that the information being accessed is relevant, accurate and up-to-date. Create content once, share it multiple times.
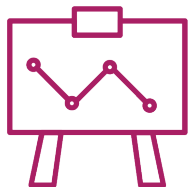
Application Analytics

KnowledgeIQ uses a machine learning approach to provide analytics on content usage across the organisation. Authorised users can easily run reports to assess user activity, search statistics and other core features.
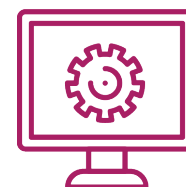
Continuous Improvement

Increase employee engagement by providing a platform for creation and collaboration. KnowledgeIQ improves the relevance of the content provided to users through a machine learning approach.

Industry Solutions

Businesses across industries will have different priorities, operational processes, information management requirements and regulations applied to them.

When it comes to knowledge management, a one size fits all approach is rarely effective. KnowledgeIQ is one of the most flexible and elastic systems that can evolve with the needs of the organisation, across multiple areas.

Customer Service and Front Line
All Customer Service Centre's follow up procedures and policy for customer engagements. The more complex the operation, the more it costs to train staff, insure compliance and keep customers happy.

Digital Channels
With a centralised "point-of-truth" accessed by third party systems such as chatbots and web-portals.

Sales Enablement
With procedural guidance and all product, policy and competitor information at the fingertips.

Operations
Storing business SOPs and complex process information to help organisations and their employees maintain quality systems and regulatory compliance.

Financial Services
- Customer Service
- Policy Management
- Case Management
- Training

Public Sector
- Customer Service
- Policy Management
- Case Management

Legal
- Customer Service
- Policy Management
- Research

Telcos
- Customer Service
- Policy Management
- Case Management

Dashboards and Customisations

To support single-view deployments, KnowledgeIQ provides a completely configurable Dashboard of components.

Dashboards can be created across the entire KnowledgeIQ system, for a single site or specific business unit. Clear menus show employees what's most important, and they can always find what they're looking for by using Smart Search.

Dashboards can be configured to display any widgets available from within the KnowledgeIQ widget library. Dashboards can be created and deployed across a single KnowledgeIQ system, for a single site or even just for a specific business unit.

Dashboards support up to nine widgets deployed in a 3 x 3 grid. Each widget can consume one or more grid regions, allowing for both long and wide widgets. These widgets can be uploaded into the Widget Library and deployed into one or more dashboards.

Customisable widgets greatly expand the information that can be displayed within the KnowledgeIQ dashboard, allowing developers to create beautiful visualisations of data from almost any system and have this information surrounded by contextually sensitive business knowledge sourced from within the KnowledgeIQ platform.

Custom dashboards can be created that link information from Customer Relationship Management systems, Enterprise Resource Planning systems, IT Service Management systems and more.

Powerful Out Of The Box Features

KnowledgeIQ is an OOTB solution, with features that support business process efficiency gains, facilitate employee collaboration and improve reporting.

Business Process Modeling

Process Wizards
- Hierarchal decision support tool where a customer's response to questions determines path
- Surface guidance information at each decision point

Process Flows
- Visualize process steps through process maps surfacing guidance information at points in the flow

Data Capture for downstream processing
- Ability to add, collect and send form data - easy to use and administer
- Saved for historical auditing and reporting
- Output to various formats

The above are all compose-able, reusable and cascade-able and can surface in any KnowledgeIQ document or menu.

Collaboration and Reporting Tools

Work notes attached to content
- Allows users to personalise their view of content

Forums
- Encourages collaboration and sharing

Notifications
- Driving Content lifecycle management: review, approve, publish

User feedback mechanisms
- Helps content owners improve quality of knowledge items
- Round-trip communications with experts

Real-time Alerts
- General staff alerts, content changed and news update alerts

Reporting
- Monitor search, user, content access, process, alert and notifications activity to improve knowledge campaign effectiveness

Powerful Out Of The Box Features

Just to make things a bit easier we've made a list of features, just for you.

Browser-Based
- Simple to use, low cost to deploy and upgrade
- Optimized UI/UX – easy to use
- Supports multiple devices using responsive design (PC, Tablet, large screen mobile phones)

Convergent View
- Surface content housed on multiple systems through a single convergent view
- Light touch referencing content in underlying systems rather than ingesting content where possible

Industry Standard Architecture
- ASP.NET based. Can be hosted securely in the Cloud
- Scalable at both the web-tier and persistence tiers

Support for Rich Content
- Multi-item documents containing paragraphs, share paragraphs, images, nested tables, html assets, data capture surveys, process wizards and flows

Dashboards & Widgets
- Real-time application activity
- Customer specific data visualizations

Multiple Ways to Access Content
- Search
  - Basic and advanced search returning matching Knowledge items and breadcrumb details
  - Search across sites on internal KnowledgeIQ content and external references via titles, meta-data and full text for KnowledgeIQ content
  - Search relevancy adjusted by popularity
- Multiple taxonomies per site: domain specific, functional or external information

Fine-grained Security Model
- Built-in user authentication/authorization
- Multi-site - content security, stage content on one site share and view securely across multiple sites
- Role/Group-based permissions limiting what administrative users can do: Edit/Review/Approve content, Manage users, Alerts, Feedback etc.
- Map Active Directory users

APIs
- Integration with 3rd party systems
  - Content retrieval

API, Flexibility and Deployment Options
Allow knowledge sharing between systems through KnowledgeIQ's system integrators and open API. Cloud deployment or on-premises options are available
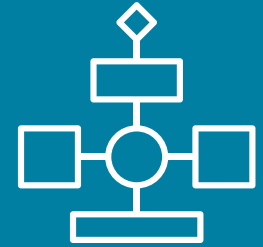
Open API

KnowledgeIQ has been designed to allow system integrators and customers to utilise the KnowledgeIQ open, web-based API to integrate third-party systems.

The KnowledgeIQ API is a collection of well-defined JSON RESTful web services. Access to content stored within the KnowledgeIQ repository (including external content for which KnowledgeIQ stores metadata) are available in industry-standard RESTful format.

End users have the option of receiving response information in a JSON format or retrieving pre-formatted and styled HTML that can be embedded directly into a web page or application.

KnowledgeIQ data management, including sites, users and groups are also exposed through a RESTful interface. This makes automating the management of a KnowledgeIQ instance with multiple sites a snap and allows integration with existing or planned automation processes such as staff on-boarding.

KnowledgeIQ JSON RESTful APIs can be used to automate or integrate KnowledgeIQ features and functions into external applications.

These APIs allow the content and knowledge stored within KnowledgeIQ to be disseminated across multiple applications, from delivering context-sensitive marketing content into a Customer Relationship Management application to answering inbound questions on Twitter or Facebook.

Easy Deployment on Cloud or On-Premises

KnowledgeIQ can be hosted in private cloud or on-premises with role based access rights provided to business users.

With an on-premises deployment, KnowledgeIQ fits easily into modern enterprise computing infrastructure and require only minimal support from corporate IT Teams. Knowledge managers and their teams are able to then provision new sites, manage users and create and curate content. Business users access KnowledgeIQ system from any web browser.

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