

**Our intuitive knowledge
management solution
that inspires success.**

KnowledgeIQ 
A solution by Knosys

Help employees work smarter.



www.knoiQ.co

Your Business Information Needs to be Accurate, Consistent and Easily Accessible.

Meet KnowledgeIQ – The Knowledge Management
Platform Transforming the Digital Workplace.

WHAT IS KNOWLEDGE MANAGEMENT?

Every company and organization must have a system for organising the knowledge and processes within it. How structured and effective that system is can determine customer experiences and staff retention.

Knowledge within an organization can take many forms from tacit, conceptual or process driven learning, to methodical and factual knowledge rooted in data. Within your organization you'll find experts, problem solvers, creative thinkers and technical minds as well diverse ways of understanding and communicating company information.

For this knowledge to fit together cohesively and make sense to each person within your company and each customer that encounters it, there needs to be a management system.

A QUALITY KNOWLEDGE MANAGEMENT SYSTEM STREAMLINES CONTENT IN AN ACCESSIBLE AND INTUITIVE WAY.

Knowledge can take the form of documents and creative content, brand guidelines and procedures, and processes that if not understood – can greatly affect your bottom line.

So how do you ensure all forms of knowledge are accurate, relevant to the user, compliant and easy to find? With a knowledge management platform that intuitively does the hard work.

A platform that uses the knowledge of real experts and the analytic power of machine learning, and organizes and shares it for greater productivity and successful outcomes.



**Training
Resources**



**Compliance
& Policy Info**



**Systems &
Processes**



**Insights
& Analytics**

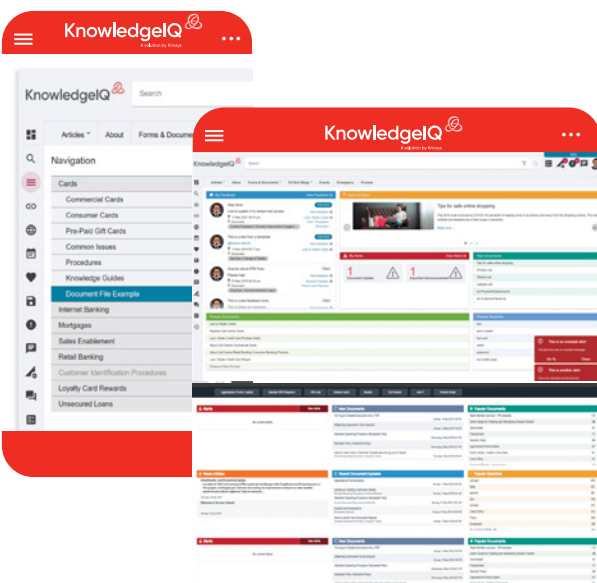
Highly configurable for complete brand immersion.



KnowledgeQ is a cloud-based (or on-premise), omni-channel knowledge management solution designed to simplify and centralise the organising and sharing of knowledge.

KnowledgeQ makes it easy for teams and individuals to find the right information, exactly when they need it, and provides direction for work flows, processes and compliance. Perfect for businesses that operate customer contact centers, service desks, front-line offices or online self-service channels.

KnowledgeQ was built to deliver improved employee productivity and deliver exceptional customer experience. Implement KnowledgeQ across your business to fill knowledge gaps in every department and mitigate errors.



**380,000+
CUSTOMERS
WHO LOVE
KNOWLEDGEIQ**

"It was impossible to find what you were looking for on our old knowledge management platform. Now we can easily find answers to our questions using search or the menu structure. I am confident that if the answer is on the new platform, our solicitors can find it."

**- Erik Dober, Senior Solicitor,
Office of Public Prosecutions, Victoria.**

The KnowledgeIQ Solution

Highly configurable for complete brand immersion.



Enhance Customer Experience

Deliver consistent, accurate and relevant knowledge to customers across digital channels.

- Powerful rights and role-management.
- Open API.
- Seamless integration.
- Access answers in real-time.



Increase Employee Productivity

Information can be personalised, and data contextualised, so the right information is presented to the right person, instantly – dramatically reducing the time and cost spent searching for answers.



Encourage Collaboration

Encourage collaboration, communication and ownership by allowing employees to assist in keeping knowledge current. In-article ratings, comments and forums capture team knowledge and displays it logically.



Improve Governance and Compliance

Encourage collaboration, communication and ownership by allowing employees to assist in keeping knowledge current. In-article ratings, comments and forums capture team knowledge and displays it logically.



On-Board Staff and Customers Fast

Reduce training time for staff, and explanation time for customers, by providing guidance and visual work-flows on how to approach and complete tasks. Ensure the on-boarding experience for staff and customers is detailed, accurate and enjoyable.



Minimise Errors and Manage Risk

Provide teams with business procedures, process mapping and guidance to minimise errors, reduce costs and restrict duplication. Consistent, accurate and accessible information reduces legal exposure and risk.

Trusted by Business and Enterprise Customers to Simplify Company Processes.

KnowledgeIQ Features:



Stop Searching and Start Finding

The intelligent search function provides page and article suggestions to help navigate smoothly and find the right answers quickly.

The auto-suggest and recommendations capability helps users find the knowledge while they type. Search results are displayed dynamically based on relevance, popularity, validity and tags using a machine learning algorithm.



Quizzes to Test Knowledge

Simply providing access to information, process guidance and answers is not always enough. You want to be sure the level the employee or team understands it well, so why not send a quiz after a set time period to further engage and gain insights into your team's proficiency.

Uncover where the knowledge gaps are and provide practical content to fill those gaps.



Improve Governance and Compliance

Information is critical in ensuring businesses and their employees maintain quality systems and assist with regulatory compliance.

KnowledgeIQ has built-in controls to ensure accuracy and approved access to relevant information, making it an efficient component of a business's Quality Management System. KnowledgeIQ can provide actionable processes, with procedural information, ensuring every step and action can be audited.

Refine company procedures over time and pro-actively seek out potential



Analyse and Understand Behaviour

Get valuable insights on the search pattern of your employees, customers and partners and track user behaviour.

Understand the frequently visited pages, most read articles, average time spent on a page, etc.

Track which articles need improvement and get insights into what new content is required.

Our Mission is to Streamline Your Business by Empowering Staff With Knowledge.



Collaboration in the Cloud

Get your teams involved to create and share knowledge quickly. Define roles and permissions for your team members to control who can access what within the KnowledgeIQ service. Distribute the creation of knowledge articles, quizzes or processes to team members and have peers review and comment. Enable teams with forums, moderated by the business, to ensure compliance and brand guidelines are maintained.



Control Access to Your Knowledge

A central, cloud-based knowledge platform enables you to keep your content secure and private:

- Set rules for sites, pages or even paragraphs to control who can access your knowledge.
- Setup advanced authoring features such as conditional logic, workflows, forum moderation etc.



Notifications to Communicate with Your Teams

Notifications alert you to the latest article updates or important news. These push notifications can be configured to target a single user or group of users. KnowledgeIQ also allows you to see who has read the messages and who hasn't — no more lost or unopened emails.



Easy Browser-Based Content Creation

Encourage collaboration, communication and ownership by allowing employees to assist in keeping knowledge current. In-article ratings, comments and forums capture team knowledge and displays it logically.



Access Anytime and Anywhere

Empower employees, customers and partners to find information on-the-go with a responsive web design that works on laptops, tablets and mobile phones.



Enrich Your Content with Images & Videos

Create attractive and engaging content with KnowledgeIQ. Easily include images and videos in your knowledge articles to make it attractive and more informative.

The One Stop Omni-Channel Solution For Every Element of Your Business...

KnowledgeIQ is an organization-wide solution for all industries, trusted by businesses and enterprise clients such as our current customers in the banking, telecommunications and government sectors.

Branches & Distributed Workers

Employee turnover and corporate expansion has forced people to work differently: they need to collaborate with peers, exchange ideas, keep current on corporate matters and have quick answers to questions.

The purpose of KnowledgeIQ is to share knowledge and experiences – it's also a forum to help employees and teams learn, act as a support network, and publish examples of excellence within their groups. KnowledgeIQ makes it easy for experts to share with the whole company and for staff to identify and communicate with those experts. It creates opportunities for every employee to become a brand champion.

Governance & Regulatory Compliance

Information are critical in ensuring businesses and their employees maintain quality systems and assist with regulatory compliance.

KnowledgeIQ has built-in controls to ensure accuracy and approved access to relevant information, making it an efficient component of a business's Quality Management System. KnowledgeIQ can provide actionable processes, with procedural information, ensuring every step and action can be audited. Refine company procedures over time and pro-actively seek out potential problems whilst maintaining evidence and record of company-wide compliance.

Contact Center & Customer Experience

Your customer service team are on the front line of your business. Arm them with the tools they need to represent your brand in the best possible way and deliver the answers and experiences your customers expect to receive.

KnowledgeIQ gives on-demand access to approved business knowledge, and step-by-step guides to eliminate the high costs associated with training, staff turnover and call handling times – delighting your customers with quality service.

Streamline Digital Channels

As new digital channels emerge and compete to communicate with your customers, it's more important than ever to maintain consistent messaging across all touch-points.

Customers now enjoy accurate and secure content delivery through all digital channels connected to the KnowledgeIQ. It's one platform gate-keeping your most valuable assets and knowledge, distributing only authorised and updated information.

Find out How KnowledgeIQ Can Help Your Employees Work Smarter.



**Call Now for Your
Obligation-Free
Knowledge
Management Demo.**

Knosys' KnowledgeIQ is the knowledge management platform empowering teams

Knowledge management solution designed to simplify, centralize and organize the sharing of knowledge.

Make it easy for your teams in customer contact centers, service desks, frontline offices and online self-service channels to find the right information, exactly when they need it.



KnowledgeIQ

Melbourne Australia

Level 8, 31 Queens Street
Melbourne VIC 3000
Australia

1800 977 827

New Zealand

+64 800 647 845

Raleigh, USA

Suite 300,
555 Fayetteville Street Raleigh,
North Carolina, 27601 USA

+1 888 424 0212

Singapore

+65 3138 9144

UK, Europe

The Atrium, Curtis Road
Dorking, RHA 1XA
United Kingdom

+44 20 3519 8529

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A solution by Knosys

✉ hello@knoiQ.co

🌐 www.knoiQ.co