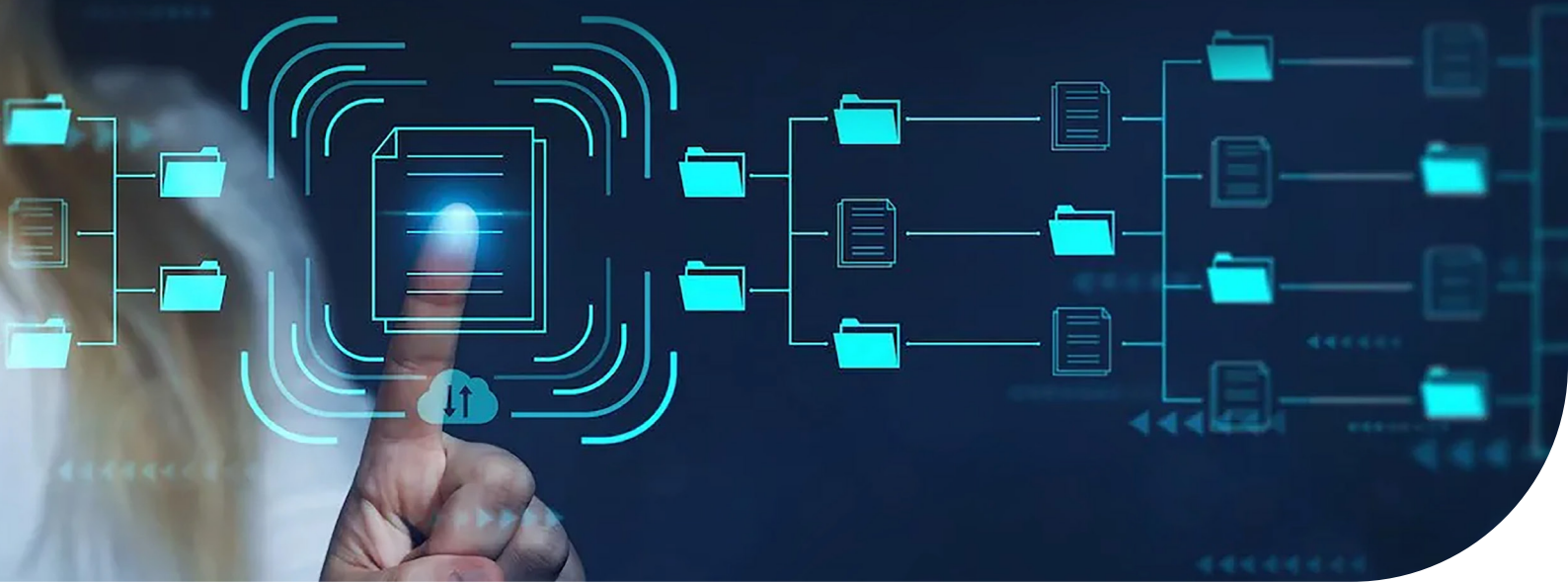




Intalio Knowledge Management System

1. What is Knowledge Management System?

A Knowledge Management System (KMS) helps the creation, capture, and transfer of knowledge. It is the management of knowledge within organizations.

2. Why is Knowledge Management System Important?

1. Enterprises use knowledge base management software to manage the information and data related to their employees and customers.
2. KMS system integrates the power of email, phone, chats, text messages, print, portal, and application management with a robust and mature web services platform.
3. It helps agents deliver instant & accurate resolutions, and unified knowledge support and promote self-service use & experience.
4. KMS provides the facility to self-serve through permission-based access that encourages customers to help themselves and reduces customer support costs.
5. It helps call centers to improve the rate of first call contact resolution, the accuracy of provided information, decrease training time for new staff, and dynamic FAQs for fast access to the common solutions (immediate solutions, knowledge-centered support, self-service use & experience).
6. KMS is deployed to help you work faster, cheaper, safer, and cleaner to improve health, safety, and the environment.

3. Knowledge Management Fundamentals

Data: Facts, numbers, or individual entities without context or purpose (numbers, statistics, individual facts)

Information: Data that has been organized into a meaningful context (to aid decision making)

Knowledge: The human capacity (potential & actual ability) to take effective action in varied and uncertain situations.

Knowledge Management: A systematic process of collecting and curating knowledge and connecting people to it so they can act effectively.

4. Knowledge Management Processes

Share: Share what has been learned, created, and proved to allow others to learn from the experience of the organization and reuse what has already been done. This supplies knowledge

Innovate: Innovate by being more creative, inventive, and imaginative, resulting in breakthroughs from bold new ways of thinking and doing. This creates new knowledge.

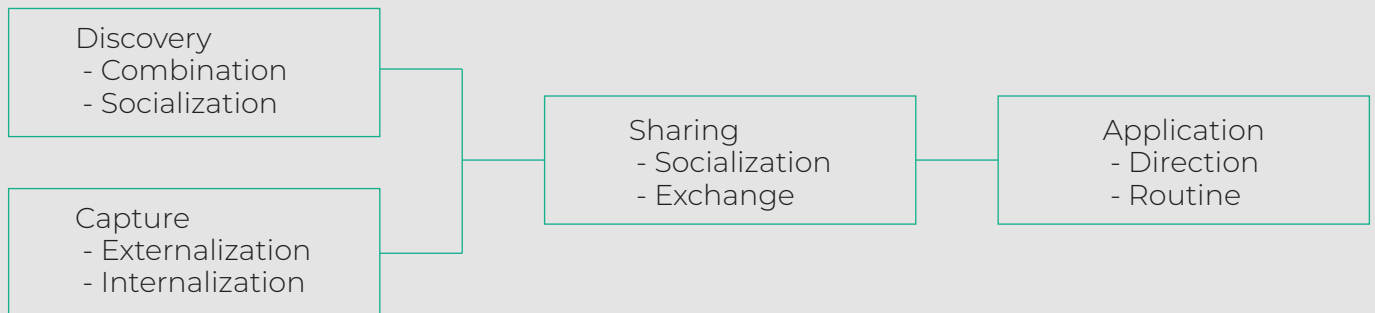
Reuse: Reuse what others have already learned, created, and proved to save time and money, minimize risk, and be more effective. This creates a demand for knowledge.

Collaborate: Collaborate with others to yield better results, benefit from diverse perspectives, and tap the experience and expertise of many other people. This allows knowledge to flow at the time of need, creates communities, and takes advantage of the strength in numbers.

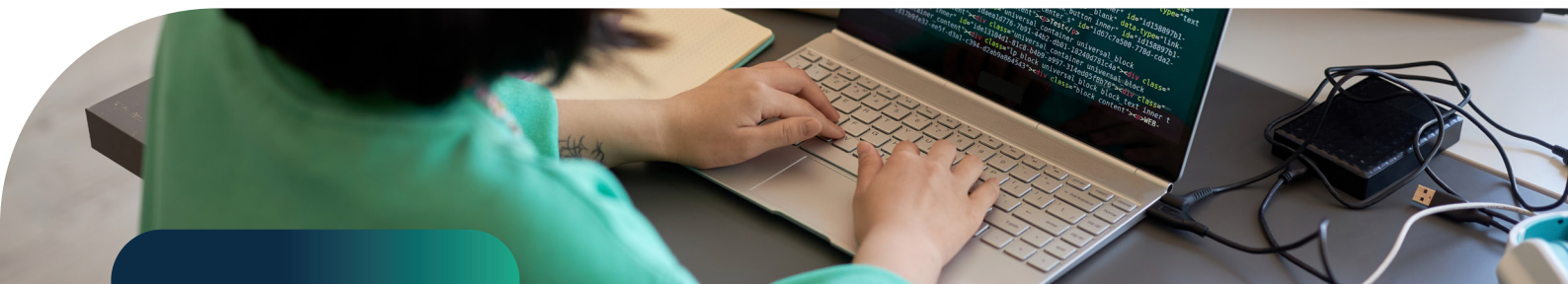
Learn: Learn by doing, from others, and from existing information to perform better, solve and avoid problems, and make good decisions. Learning is the origin of knowledge.

5. Knowledge Management Processes

1. Knowledge Discovery 2. Knowledge Capture 3. Knowledge Sharing 4. Knowledge Application



Intalio is an international provider of Digital Solutions with over 30 years of innovations in Content Services, Process Management, and Data Governance. By combining cutting-edge technologies with AI and Machine Learning to introduce an advanced line of business solutions, Intalio managed to become a trusted leader in Digital Transformation across the US, Europe, and the MENA region.



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