



## Wendia POB Knowledge Management



**Knowledge Management in the POB Service Desk Management module contains a number of fully integrated functionalities that will relieve the workload on your service desk, as currently updated knowledge and self-service offerings reduce the number of calls significantly. They raise solution rates and times, and empower IT organizations to reach new levels of efficiency. With the add-on POB Knowledge Management your organization will benefit from a current and constantly growing wealth of knowledge solutions, provided through an integration to RightAnswers' technology.**

### Take the next step!

With time and money as scarce as it is today, take the opportunity to see if Wendia can help you reduce your expenses and time constraints with a proven and fully integrated knowledge management solution.

### Leading by Knowledge

ITIL sees knowledge management as an important way to increase efficiency. Existing knowledge is serviceably recycled, distributed, and therefore continually enhanced. This means it does not need to be developed from scratch. As a fully ITIL compatible and certified solution, POB offers fully integrated knowledge management functionalities, including components for managing knowledge and providing it to end users and support analysts.

### Save Time and Money with Innovative Self Service

The self-service component allows end users to quickly find answers to support questions. It integrates seamlessly with POB Service Desk Management, allowing users to search for answers before sending a case into the service desk. This reduces unnecessary calls to the service desk allowing your support staff to focus on critical issues and end users to return to a productive state quickly.

The end user benefits from an around-the-clock, online service desk and is further enabled to provide feedback on all knowledge

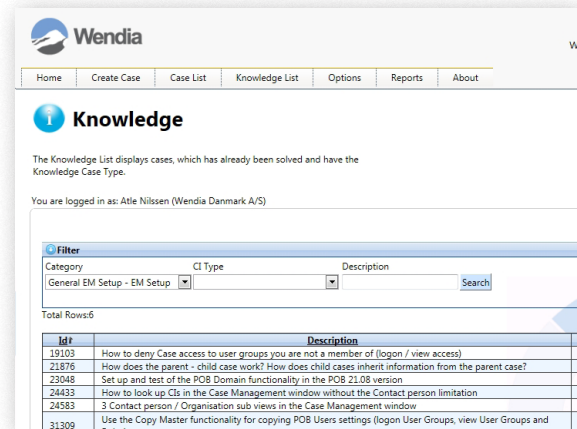
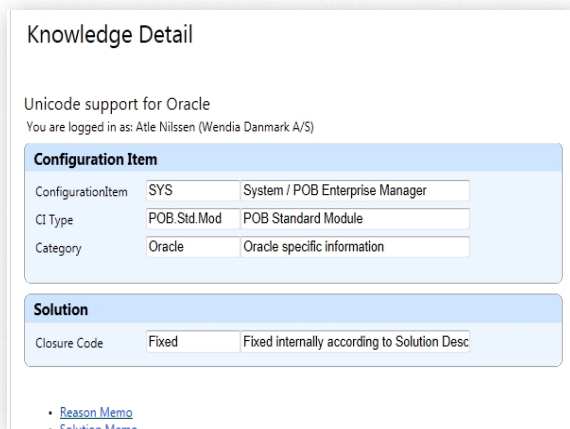
articles, thereby raising knowledge quality. The number of calls to the service desk reduces, as end users are empowered to self-resolve their incident status. You get:

- 24/7 online help desk availability
- Reduced number of calls to the service desk
- Simple search functionalities
- Train the user: learning effect

### Save Time and Money with Quick and Competent Support Analysts

The Support Analyst component is specifically dedicated to members of your support department. It helps them provide quick and easy answers, decrease talk time, and increase first-call resolution rates. The Support Analyst functionality comes with an intuitive user interface that helps support teams to quickly find solutions by accessing a database of general and company-specific knowledge. The seamless integration with the POB Service Desk Management module allows support staff to tie solutions back to open incidents and resolve support issues quickly and effectively.

With the Support Analyst, sharing knowledge between different support departments is easy,



▲ POB Knowledge Detail - showing the knowledge (solution) on a problem the user has enquired about

▲ Knowledge List - displaying knowledge cases that match the search criteria defined by the user

as it engages all levels of support with the knowledge base. You get:

- Reduced call duration
- Increased first-level solution rate
- Train the analyst: just in time training for all levels of support
- Process optimization in accordance with ITIL

### Managing Knowledge and Solutions

With POB Knowledge Management support groups easily create and manage knowledge articles available for support analysts and end users. It allows you to effectively manage your knowledge base by modifying standard and custom content solutions or by creating new knowledge articles. You can:

- Create new solutions
- Update and modify existing content
- Delete outdated solutions and knowledge articles
- Archive knowledge articles
- Use versioning functionalities
- Use pre-defined solution templates

Once a case is defined as a knowledge case, it will appear in the Knowledge List when searches are made based on relevant search criteria.

### No Need to Start from Scratch

Of course you do not need to reinvent the wheel: Through the integration to RightAnswers, POB Knowledge Management is "pre-populated" with standard content from the Knowledge-Pak Library containing over 150,000 solutions for more than 300 applications. Pre-defined solution templates and field formats guarantee consistent solutions and their effective management.

### Clear Role Allocation, Clear Content

POB Knowledge Management supports administrators, approvers and author roles. It tracks which solutions are open for modification and tracks when new solution windows are open to prevent multiple authors from simultaneously modifying the same solutions.

### Auditing and Reporting

All edits made to an existing solution are recorded in the solution history table. This audit trail provides information on the author, the status, the audience and the last date modified.

The "Quick Facts Dashboard" gives an overview over usage and solution creation to support the establishment of productivity, usage, and content quality.



*Excellence in Service Management*

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