

Vertrieb für D-A-CH:

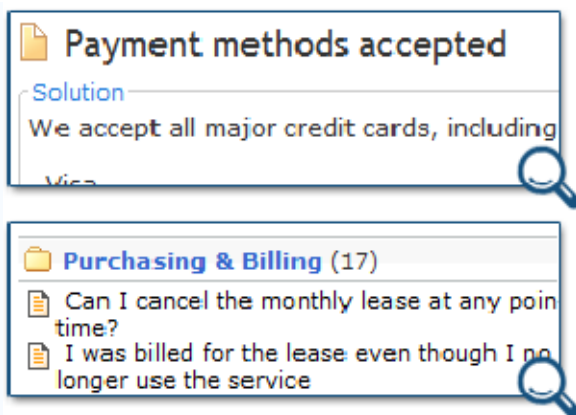
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Self help resources and knowledgebase management

Publishing self help resources will allow your end-users to find answers to their own questions, saving all parties precious time. However, in order to be effective, these resources need to be easy to access and use.

This is where the self help resources provided with all of our support desk solutions (the **knowledgebase module** and the **troubleshooter module**) excel. They are easy to search, intuitive to use and feature the ability to intelligently suggest issue solutions to your users.

Knowledgebase software




Knowledgebase articles can be made up of plain text or rich HTML (coded by hand or created using a rich What-You-See-Is-What-You-Get editor).

Articles can be flagged as published (available to end-users and staff users), private (available only to staff users) or flagged as draft (available only to staff users for editing). Articles are stored in categories ('folders') which can be nested to unlimited depths.

Instant Response System: automatic knowledgebase suggestions (SupportSuite and eSupport)

Knowledgebase Suggestions

There were some possible answers to your question. Here are some suggestions below before submitting the Ticket.

 How to use XYZ
Relevance: 100.0%

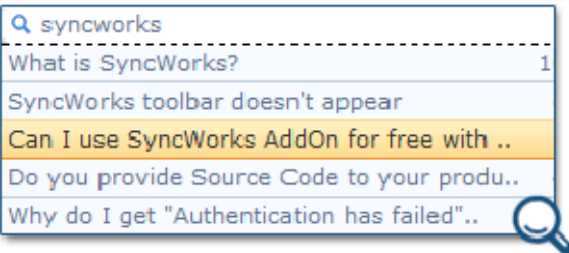


An acclaimed Kayako innovation, the Intelligent Response System automatically and unobtrusively proposes knowledgebase suggestions to users based on the content of their ticket - searching and suggesting articles **as the user types** (search-as-you-type).

If enabled, the entire knowledgebase will be automatically searched as the end-user types out a ticket. If any relevant articles are found they are automatically suggested, appearing next to the submission area.

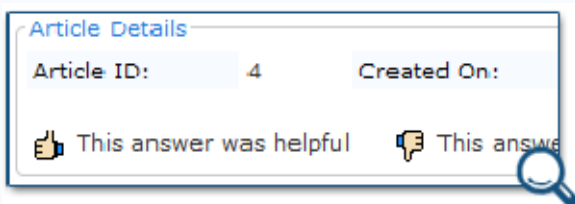
The Instant Response System can also be enabled for staff users, facilitating intelligent and automatic suggestions to guide and assist your staff users when composing ticket responses.

Quick look up for staff users



A small search-as-you-type field is available in the top-right of the staff control panel, enabling staff users to quickly lookup articles in the knowledgebase using just a few keywords. Staff users can search for and open articles without opening another window - searching and retrieval is fast and dynamic.

Article commenting and rating

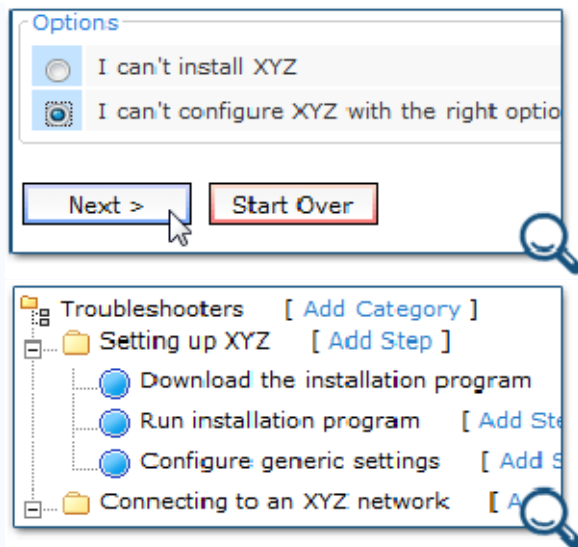


If enabled, knowledgebase articles can be commented on and rated (out of five stars) by end-users via the support desk. Comments can be moderated, requiring the approval of a staff user before they are published to the support desk.

Download articles as attractive and printer-friendly PDF documents

Your end-users can download knowledgebase articles as printer-friendly PDF documents.

Guided, step-by-step troubleshooters



The **troubleshooter module** lets you to create scripted, step-by-step user guides to identify a scenario, identify a problem and offer resolution suggestions.

By publishing troubleshooters, you offer your end-users a facility to self-diagnose and resolve commonly occurring problems, for example: "I cannot log in to the portal", or "I cannot connect to the company Intranet". By giving your end-users an easy way to work through and resolve these problems themselves, you reduce your staff's workload.

If a scripted troubleshooter does not resolve an issue for a particular user, time is not wasted. Turnaround times can still be reduced because the user can report the results of diagnosis steps suggested to them, rather than your staff and support agents having to walk through the same steps again.

- Navigation through a troubleshooter is intuitive, using radio buttons to select options.
- Create a number of complex troubleshooters of unlimited depths with ease.
- Create an unlimited number of 'steps' and 'options'.
- Every step has a title and a description field.

Es gelten unsere AGB. Alle Angaben ohne Gewähr.