



Key Features

- Zero foot-print web client
- Natural Language Search
- Filter search based on interests, categories and topics.
- Intelligent self-learning capability
- Sort & rank search results, i.e. solutions.
- Multi-media knowledgebase
- Attachments to knowledgebase articles
- Configurable workflow to build knowledge
- WYSIWIG HTML interface to create knowledgebase articles
- Easy import from existing knowledge sources
- Integrate with other Helpdesk tools
- Built-in reports to monitor usage and identify knowledgebase gaps
- Multi-level group security and SSL support
- Part of a complete CRM solution

Information at your fingertips

Soffront Knowledge Management is a fully web-based self-help management system for all of your organizational information and collective knowledge.

The system can provide self-help to your customers, partners and employees, plus serves as a platform for employees and partners to build and share information.

With Soffront Knowledge Management you can leverage group intelligence for sales and customer support applications. Help customers select the right product or find a solution twenty-four hours a day. Your sales staff can learn more about products and share competitive intelligence even from remote locations. Your customer support representatives can find solutions fast and share new insights with colleagues.

Sophisticated Search Interface

Users or employees type in questions or use keyword/phrases, with logical operators. Users can check spelling of words before searching. Search can be filtered based on interests, topics and categories. The search interface can be integrated into your existing website or intranet.

Sort, Rank & Measure Relevance

Sort the search results based on the materials relevance score, usage count, last modified date or satisfaction score.

Collect user feedback when they access a result. Let users express their satisfaction with materials found.

Enhance Knowledge with Multi-media

Documents in your knowledge base can be pictures, audio, video or any other type of document to enhance the user experience. You can even attach files to any article or solution in the system.

Easy Gathering of Knowledge

Soffront Knowledge Management makes it easy to accumulate knowledge from within your organization, from customers and from the outside world. Create a workflow for your knowledge building process. The process can include steps for entering information, reviewing and publishing, plus, it can span across teams or anywhere in your organization.

Soffront KM dynamically generates action buttons for the workflow steps. In this way the user interface guides users through your established process and directs them into a closed loop path. You can also import knowledge from other ODBC compliant data sources. For example frequently asked questions stored in a database can be ported in a flash!


The systems WYSIWIG interface makes it simple to create HTML knowledge base articles without any experience in coding. This easy-to-use and powerful "MS-Word like" interface operates within any web browser.

Intelligent Self-Learning

Soffront Knowledge Management utilizes collaborative filtering to improve the relevance of searches. All other things being equal the articles that are found most useful will move to the top of search results relative to those subjects.

Comprehensive reporting

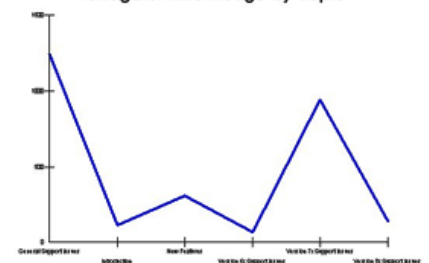
Sophisticated search



The screenshot shows an 'Advanced Search' window with the following fields and options:

- Interest: All Interests
- Category: All Categories
- Unpublished Knowledge Group/Status: All Published Knowledge
- User Group: All User Groups
- Search by: Entire Document
- Exact Match:
- View Full Description:
- View: Title, Summary
- Buttons: Spellcheck, Search Tips, Search

Usage of Knowledge by Topic



Multi-level Access Control and Security

Soffront Knowledge Management lets you determine and control who builds, reviews and publishes any material in your knowledge base. Set up groups to govern privileges and access control to all information. You limit what you share or don't share with customers, other departments, partners and locations.

Measure Use and Identify Needs

Soffront Knowledge Management provides pre-built reports to measure usage of the knowledge base articles based on user group, interest category and topic. The system provides a "failed search" report that gives a list of keywords that returned a lack of results. Use this to identify and fill gaps in your corporate knowledge and satisfy customer need. Pre-built reports can provide an inventory of all articles, including ones in process. Know how many articles are in the works, where they are in the workflow and who is working on them.

Soffront CRM Solution

The Soffront CRM solution spans sales, marketing and service functions. The complete suite is available as the Soffront CRM application.

Flexible Licensing

Soffront offers an end-to-end CRM solution. However, because the Soffront solution is modular, you don't need to deploy the entire solution at once. Select the modules you need today, and activate the rest when you are ready. Soffront offers very flexible licensing options - floating, dedicated, site, departmental, timed or leased licensing options. You can also select either hosted or server licensing.

The Soffront Advantage

- Over 15 years of product maturity
- Unmatched adaptability
- Deployed in days
- Zero footprint web-client

Knowledge Management

- Powerful Search and Browse capabilities - Search by keyword, phrase, exact term, natural language sentence, or Boolean conditions.
- Build and publish rich media (WYSIWIG HTML interface) knowledge articles and Interactive Q & A.
- Configurable role based workflow engine.
- Manage FAQs.
- Manage Knowledge Alerts.
- Manage Watchdog Timers.
- Import knowledge from SQL Server, Oracle, dbase, Access and File databases.
- Built-in usage and metrics reports.
- Robust knowledge base administration module.
- Fully integrated with the other CRM modules.

Base features included in all configurations

- Create, configure and manage user groups and users.
- Calendar and Task Management includes group scheduling and support for multi user time zones.
- Configurable Dashboards.
- Full Email functionality including reusable email templates.
- Standard report writer, with Drill down Graphical and Matrix reports.
- Integrated with MS Word to create, edit, and link documents from templates.
- Data management tools— easily copy, batch update/delete and merge records.
- Ad-hoc and complex querying capabilities including direct SQL queries.
- Data import and export capabilities, with better duplicate resolution and auto assignment of records.
- New Google Map Integration.
- Integration with Active Directory and LDAP.
- Business Rules & Notifications, template driven notification rules.
- Escalation Rules for all Modules.
- Linking Rules.
- Sales Rep and Helpdesk Agent Assignment Rules.
- Customize tables, fields, views and pick-lists.
- Define relationships between all tables.
- Create and customize workflows through system.
- Scripting interface and documented API with examples.

Add-Ons

- Integration with Outlook: Calendar, Contacts and Email.
- Mobile and PDA Server
- Offline Client and synchronization Server
- Knowledge Management— Create, edit, manage, publish searchable knowledge database.



www.soffront.com

Headquarters

45437 Warm Springs Boulevard,
Fremont, CA 94539
United States
Tel.: (510) 413-9000
Fax: (510) 413-9027

Sales U.S. & Canada:

Tel: +1-800-SOFFRONT
Email: sales@soffront.com

Tel: +1-510-413-9000 Ext. 235
Email: sales@soffront.com