

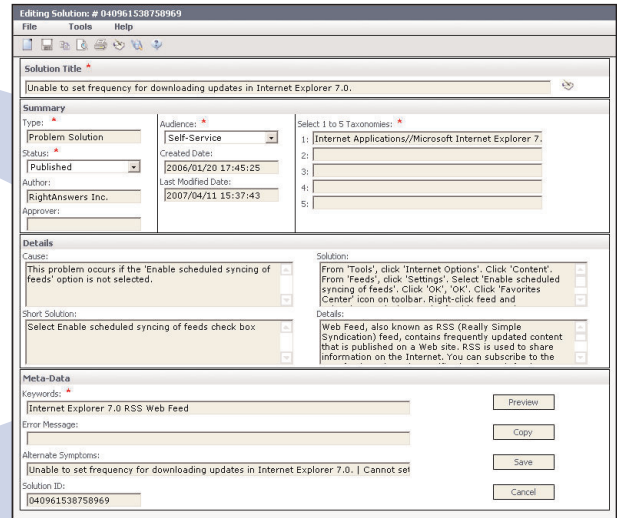
As the recognized leader in providing Knowledge Solutions for the internal IT Help Desk, RightAnswers is committed to providing high-impact knowledge and services that help end-users self-resolve problems to reduce calls to the help desk, and increase support analyst effectiveness to improve First Call Resolution Rates (FCRR) and minimize Call Escalation. RightAnswers provides the definitive technical support knowledge base for use by end-users and support analysts that delivers the highest level of quality service, while delivering cost savings and efficiencies to your support organization.

RightAnswers' Solutions Manager is “pre-populated”, and dynamically updated, with the RightAnswers Knowledge-Paks library and enables you to easily and effectively manage your Knowledge Base by modifying these content solutions or by creating new Knowledge articles. Solution Manager is modeled on RightAnswers' internal publishing tools and processes and leverages our knowledge-centric best practices.

Solution Manager Features/Functionality

Creating/Editing Solutions

- ❑ Use *Create New* to create a new solution.
- ❑ Use *Edit* to modify existing, client-authored solutions.
- ❑ Use *Copy* to copy an existing solution as a baseline when creating new solutions.
- ❑ Use *Delete* to delete a solution.
- ❑ Use *Customize* to copy existing RightAnswers solutions into a proprietary channel.
- ❑ Use *Solutions Refresh Date* to create an automatic alert when a solution needs to be refreshed.
- ❑ Solution Comments/Flagging: Enhance collaboration around solutions at the point of usage and enable end-users to suggest solution changes while viewing a “live” solution.
- ❑ Versioning: Create unlimited solution versioning while providing an audit trail that lists dates, user names and comments.



Editing Solutions Screen

HTML Editing and Image Handling

Solution Manager provides HTML-WYSIWIG formatting for creating rich solutions which can include inline or hyperlinked local images embedded within the solution.

Duplicate Checking/Reusing Solutions

- ❑ Use *EditAssistant* to check for (and leverage) existing solutions in the Knowledge Base.
- ❑ Use *Global Find/Replace* to find/replace the content within multiple solutions to increase knowledge worker productivity

Filtering Solutions

- ❑ Use *Create Filter* to pre-define search filters.
- ❑ Use *Find/Search* to find a specific solution or set of solutions using pre-defined filters.

Bulk Editor

The *Bulk Editor* enables administrators and approvers to search for and select solutions, change the solutions' status, audience or author, and update these values in bulk.



Defining Search Filters

Pre-Defined Solution Templates and Field Formats

Solution Manager offers a pre-defined field mapping to ensure that all solutions are consistent across the Knowledge Base. Solution Manager offers three proven templates for managing solutions:

- ❑ *How To* - provides step-by-step instructions for completing a specific process
- ❑ *Error* - addresses problems involving error messages that often appear in dialog boxes
- ❑ *Problem* - addresses operational and functional issues.

Taxonomy Management

- ❑ Solution Manager provides full taxonomy management capabilities that support creating and managing custom taxonomies as well as linking of solutions to multiple taxonomies.
- ❑ Solution Manager integrates with the Taxonomy Browser within RightAnswers Self-Service and RightAnswers Support Analyst.

Workflow

- ❑ Automated Status Alerting: Solution Manager provides a seamless workflow for all Knowledge Workers involved with content authoring and supports both “power users” through a dynamic on-line “My Queue” as well as “casual users” through regularly-scheduled summary emails.
- ❑ Multiple Statuses: Users can define the solution article status (i.e., Draft, Review, Unpublished, Published) and create “archived” content without physically deleting a solution.

My Flagged for Review (0)
My Refresh Reminders (0)
My Drafts (0)
My Solutions (0)
My Published Solutions (0)
Solutions From RightAnswers (30)
All Solutions to Review (1)
All Flagged for Review (0)
All Refresh Reminders (3)
All External Requests (31)

My Queue

User Administration

- ❑ User Profiles: Solution Manager supports Administrator, Approver and Author roles.
- ❑ Group Support: Solution Manager supports multiple groups of content authors and approvers, which enables users to develop group-specific content and establish a group-specific workflow.
- ❑ Multi-User Support: Solution Manager tracks which solutions are open for modification, and tracks when new solution windows are open to prevent multiple authors from simultaneously modifying the same solution.

Reporting

- ❑ Solution Manager provides a “Quick Facts Dashboard” to view Usage and Solution Creation analytical reports that help establish productivity, usage and content quality.

Current Total Count of Solution Statuses		Top 5 Authors	
Published	183	kpaun	171
Not Published	1	brettka	12
Review	1	kpaapprover	7
Draft	5	Number of Solutions	
Archived	0		
Number in Status			

Analytics Report Dashboard

Auditing

All edits made to an existing solution are recorded in the Solution History Table. This audit trail provides the Author, Status, Audience and Last Modified Date at the time of a Save.

Usability

Solution Manager provides a streamlined mechanism for entering and managing content by providing context-sensitive features (i.e., pop-up messages) and visual elements such as context-menu, *Did You Know* support, or printing of the solution grid.

Leveraging RightAnswers Content Best Practices

Users can “productize” RightAnswers’ unique Knowledge Success approach by collaborating with our resources for a given solution or a set of solutions. Clients can request that RightAnswers author content or perform specific operations like importing, search optimization or content validation.

Solution Manager also supports a rich contribution model that enables users to submit new solution articles with full metadata and attachments.