

RightAnswers Knowledge Extractor

Effectively Accessing and Searching Your Documents and Web Pages

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.

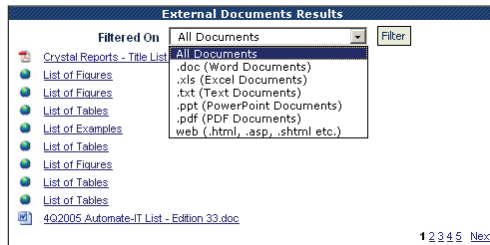
Having all of the relevant content at your end-users' fingertips is critical to achieving success with your knowledge-based initiatives. RightAnswers Knowledge Extractor provides an effective way to supplement the content stored in your RightAnswers Knowledge Base by making all shared documents and web pages accessible and searchable to all end-users.

Knowledge Extractor makes all of the content immediately available, while supporting an effective transitioning of documents and pages to knowledge-base solutions. Knowledge Extractor is a component of the RightAnswers Unified Knowledge Suite that reinforces the RightAnswers philosophy of practical knowledge creation and utilization.

Knowledge Extractor Features/Functionality

Integrated Search Results

- Delivered as an add-on portlet.
- Configured on the results page to provide a dual view of knowledge base results and external search results

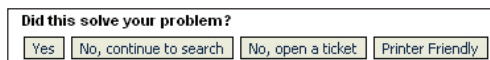


Document Type Filtering

- Allows selection of specific document types to narrow the result set

Comprehensive Activity Logging and User Feedback

- Logs document-specific activity for analytical purposes
- Enables end-user voting buttons consistent across knowledge base and external document content



Supported Document Types

The following documents types can be accessed and searched:

- Adobe PDF
- Microsoft Word
- Microsoft PowerPoint
- Web Documents (HTML, ASP, SHTML)
- Microsoft Excel
- Text files (TXT and CSV)

Crawling and Indexing External Documents

- Crawling of the supported document types with unlimited depth
- Indexing the supported document types into a separate searchable index
- Support for File Shares and Web Shares

Contact RightAnswers today to speak with a Self-Service and Knowledge expert and schedule a demo.

For more information, call (732) 396-9010 or visit us at www.rightanswers.com



About RightAnswers

RightAnswers delivers the high-impact content, innovative technology solutions and value-added services to enable internal Help Desk organizations to improve the end-user support experience, increase support capacity and reduce overall support costs. With over 2.5 million licensed users, the RightAnswers' Unified Knowledge Suite solution enables quick problem resolution for both self-service end-users and support analysts.

Leveraging a unique blend of insight and experience, RightAnswers enables clients from numerous industry verticals, including enterprise manufacturing, media and communications, education, government, healthcare and utilities, to meet their overall support and business objectives.

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