



Knowledge Tools

How can you support an ever-increasing range of applications and systems? How can you share technical information among support staff? How can you be kept informed? Quantum's Knowledge Tools module enables you to increase the skills and fix rate of support staff by providing them with information -

- Diagnostic scripts using a tree-structured question-response-action flow.
- A knowledge base organised by topic and keywords.
- Solutions are shown in order of 'most useful' and include documents and files.
- Information and experiences from 3rd Party Knowledge bases

*Knowledge
Tools to
Empower
Support Staff*

*Give access to
the most useful
information*

Users can also be assisted in solving their own problems through access to the knowledge base.

Features

Diagnostic Scripts

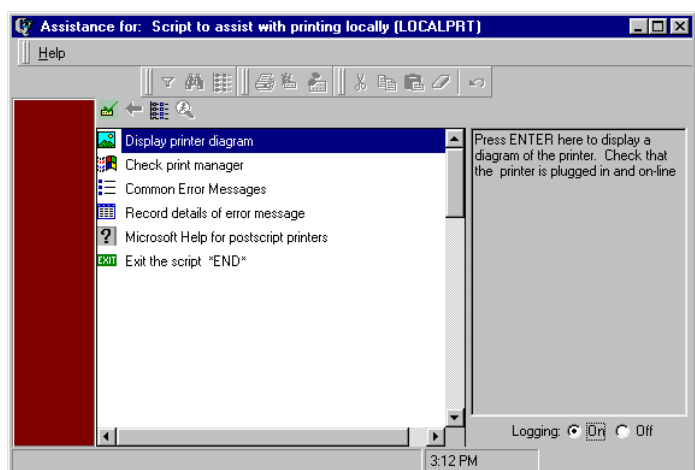
Diagnostic scripts provide assistance to the call taker to resolve problems using a 'tree structured' question-response-action flow. They can be set up for common types of problems, or to perform front-line screening and information gathering prior to forwarding the call to a second-level group.

You can prompt the operator to capture additional fault-specific information. For example 'Print queue hung' can automatically prompt for the queue and server names, which are recorded as part of the call details and passed along to the operations staff.

Diagnostic scripts are not just a passive set of questions however; they are in fact an active 'expert' tool where the response to a question triggers an action. Several examples illustrate the power of this -

- Procedures, graphics (images or multimedia clips) and hypertext documents are displayed automatically in the diagnosis flow. For example if a response is 'Configuration settings incorrect' then a diagram of the switch settings can be displayed. Similarly for a response of 'See Quality Procedures', Quantum displays that chapter of the on-line manual.
- A script can actually run another Windows application, for example 'X25 link errors' can automatically start the network diagnostic.

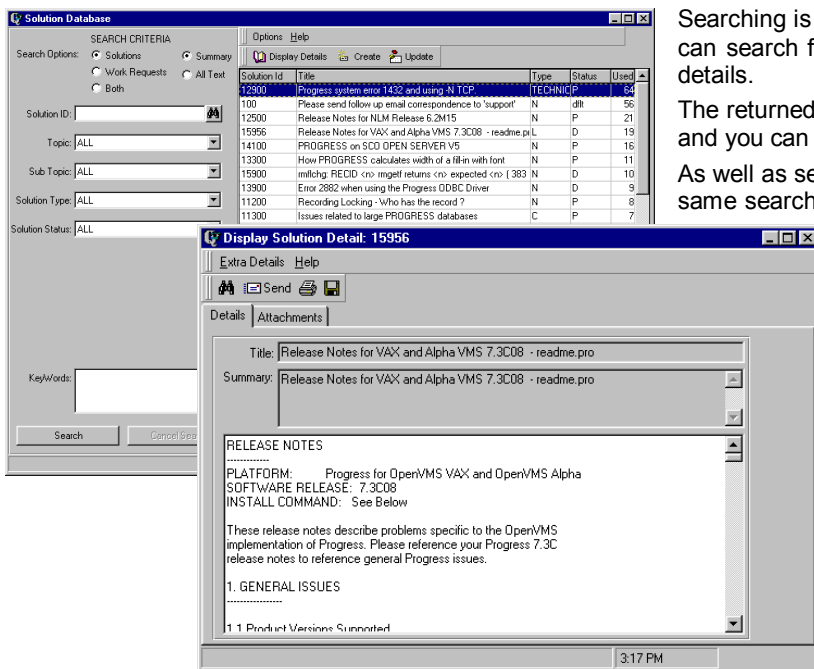
The uses for these active scripts are virtually limitless - they facilitate call resolution by non-expert staff as well as minimising the number of call-backs for more information. Diagnostic scripts and 'extra detail' forms can be set up for particular products and types of call. Creating and maintaining diagnostic scripts is simple and uses an 'outliner' tool. Diagnostic scripts can also be accessed from the Web interface.



Knowledge Base

Quantum's knowledge base is an on-line site-specific reference of known solutions, bug fixes, workarounds and technical information.

It is organised by category, topic and sub-topic. Each entry has a synopsis and solution details, which can include attached documents and files.



Searching is by topic list and/or full Boolean word search - you can search for words in either the synopsis or actual solution details.

The returned solutions are shown in order of 'most often used', and you can also 'filter' the result to create a new search.

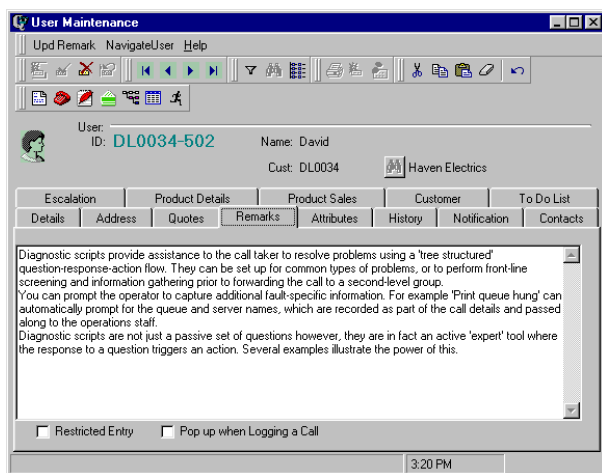
As well as searching for known solutions, you can also use the same search engine to find calls, either open calls or previous calls - by product, type of call, status and word search.

Knowledge base administration and integrity is managed by each category having a designated administrator. Each entry also has a status e.g. 'Verified' and certain solutions can also be restricted from general use.

Each solution database entry can be e-mailed directly to other staff or customers including any attached documents.

- Entries can be pointed at html pages or web sites.
- Third party knowledge bases can be accessed
- You can build your own knowledge base entries
- The knowledge base is available over the internet to allow your customers to search for their own solutions which can reduce the number of calls they need to make.

Notes



Quantum allows you to attach notes and documents to many items, including users, product types, assets, support groups and support staff, call types etc. As you work with a particular item you are alerted that it has notes attached. You can view the notes directly from the call handling screens (or modify them, depending on your privileges).